

# **CALIFORNIA COMMISSION ON TEACHER CREDENTIALING**

## **CTC ONLINE HANDBOOK FOR ONLINE DOCUMENT SUBMISSION**



### **CTC ONLINE OVERVIEW**

### **APPROVED INSTITUTIONS AUTHORIZED AGENCIES**

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## Introduction

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This CTC Online Handbook may be found on the Commission's online Credential Information Guide (CIG) under the "CTC Online Processing" link and the "Manuals & Handbooks" link. The CIG is an online tool that has up-to-date information on application procedures and requirements for certification. As information is changed or edited in this Handbook, it will be posted on the CIG. The CIG is a semi-private website and requires a username and password. Please feel free to duplicate this handbook as needed.

## Table of Changes

### Update History

Date	Version
October 4, 2012	Published
May 13, 2016	First revision
August 21, 2018	Second revision
May 19, 2019	Third revision

### Changes

Section	Change
Entire document	5/13/2016 Removed obsolete information
Entire document	8/21/2018 Removed obsolete information
Entire document	5/09/2019 Removed obsolete information

## Using This Handbook

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This Handbook is designed to be used by individuals authorized by institutions or agencies with Commission-approved education programs and authorized agencies approved by the Commission to assist them in electronically submitting documents using the CTC Online system.

### **Credential Questions**

If you have questions regarding **application status**, **credential requirements**, or **data input** errors, please email the Commission's Information Services staff at [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov).

### **Authorized Designee and Submitter Setup Questions**

If you are experiencing **technical issues** while submitting applications, please contact the Commission via the email listed below. This email address is limited to **CTC Online password reset, CL-896 Authorized Designee and CL-897 Authorized Submitter add, change or remove requests, and technical issues**.

- Email: [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov)

### **Hints, Frequently Asked Questions, and tips for using CTC Online**



The yellow triangle exclamation mark icon above will appear whenever a tip or frequently asked question is addressed within this handbook.



The red exclamation mark icon above will appear when there is important information or action item.



The green flag icon will appear when there is an action item.

The following CTC Online resources are available from the Commission's website:

- Credential Information Guide (password required)
  - [CTC Online - Processing Recommendations](#)
    - Checklists
    - Forms
    - Online Resources
    - FAQs
- [Login Help](#) (primarily for educators)
- [CTC Online - Your Educator Account](#) (for educators)
- [CTC Online – Written Instructions for Application and Payment](#) (for educators)

## Introduction to CTC Online

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### What is CTC Online?

CTC Online is an in-house Web based credential lookup, renewal, and submission process for Approved Institutions and Authorized Agencies.

The CTC Online system provides the public, educators and stakeholders availability to view credential data closer to real-time through a Web interface. Access to CTC Online is through the Commission's home web page.

### Fees

The online application submission fees are defined in the [Fee Schedule](#) leaflet. There is a \$2.50 processing fee charged by LexisNexis Payment Solutions. The fees are paid through our vendor LexisNexis. The LexisNexis Payment Solutions accepts, all major credit cards: MasterCard, Visa, American Express, and Discover.

The Commission does not have the ability to transfer the application and/or fee from the web or paper application over to the recommended document.

The Commission is a fee-supported agency. According to Title 5 §80487, fees are earned upon receipt.

### Processing Timeframes

Applications with the status of "Pending Evaluation" are processed within the timeframes below. Applications displaying another status may take longer to process. Applications that are evaluated and returned for additional information may take up to an additional 50 business days to process from the date the Commission receives the returned application or requested materials.

### Recommendations (Online Documents) submitted by:

- Institution of Higher Education and Commission approved programs:  
These online applications are generally processed within ten business days from the date the Commission receives the payment, application, and any supporting materials, whichever is later.
- Authorized Agencies:  
These online applications are generally processed within ten business days from the date the Commission receives the payment, application, and any supporting materials, whichever is later.



The Recommendation submission process is a two-part process. In general, the first part of the process is completed when a recommending authority creates and submits a document to the Educator. The second part of the process is when the Educator selects the recommended document and completes the associated application and fee.

If a document has been incorrectly submitted, go to the [Agency User Views - Corrections](#) section for additional information.

### Renewals

These online applications are generally processed within ten business days from the date the Commission receives the payment and application.

## **Technical Issues**

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The following error messages may display when initially using the CTC online process:

- **Red oval spins or page is inactive or fails to fully load**

This may occur when:

- multiple windows or browsers are open
- their internet browser is outdated or not properly closing a session
- their internet connection is slow
- their computer settings are affecting the connection
- their internet connection is restricted (like at a school)



- **Session Timed Out message**

The system will implement security measures and automatically close an open session after **20 (twenty)** minutes of inactivity. Inactivity occurs when the Authorized Submitter or Designee did not logout and the **Next** or **Back** button had not been used.

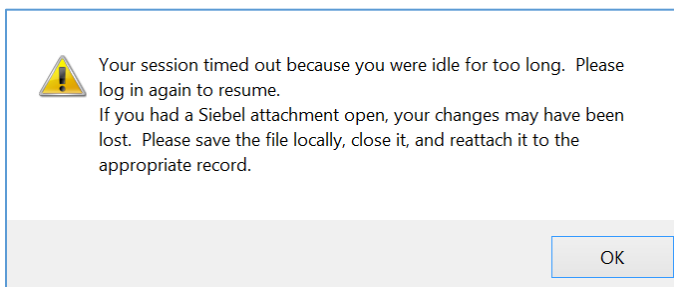
Users who are unable log in after the system automatically closes a session must close the browser and re-open the browser. Selecting the browser's 'Refresh' icon will not resolve this issue.



Implement a routine to log out if not actively viewing or inputting application data. Do not leave a session open on an unattended computer.



A pop-up message will display when the system automatically closes an open session due to inactivity.



### **Bookmarking the CTC Online webpages**

For enhanced security, any page that displays after the CTC Online Login page cannot be bookmarked.

### **Internet Browsers**

The Commission strives to make the system compatible with the various internet browsers. If you experience difficulties with using the online system, it may be necessary to clear the browser history and/or try using a different internet browser. If you continue to experience difficulty using the online system, please email [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov) for assistance.

### **CTCOnline@ctc.ca.gov email address**

The [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) email address is for authorized designees and submitters only.

If you experience login, technical issues unrelated to the search or recommendation processes, or need to submit a CL-896 or CL-897 request for CTC Online access, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) and include one of the following topics in the subject line:

- User ID/Password Issue (do not include the Password in the email)
- CL-896 Authorized Designee Add or Remove
- CL-897 Authorized Submitter Add
- CL-897 Authorized Submitter Change Permissions
- CL-897 Authorized Submitter Remove
- Siebel Error Message



Please include the following within the body of the email:

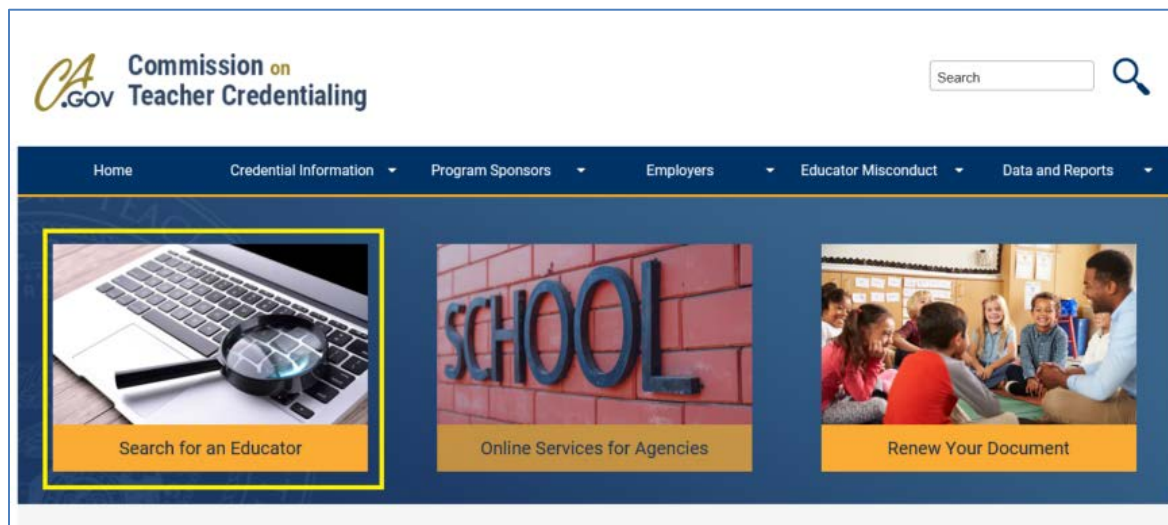
- Your name
- Your CTC Online User ID
- Agency or Approved Institution
- Phone number
- Screenshots of the issue or error message
- Your question or issue including a detailed description of what you are trying to find out, what you are trying to do, or what is happening, the educator's name and date of birth


## Public Website Resources

### Search for an Educator

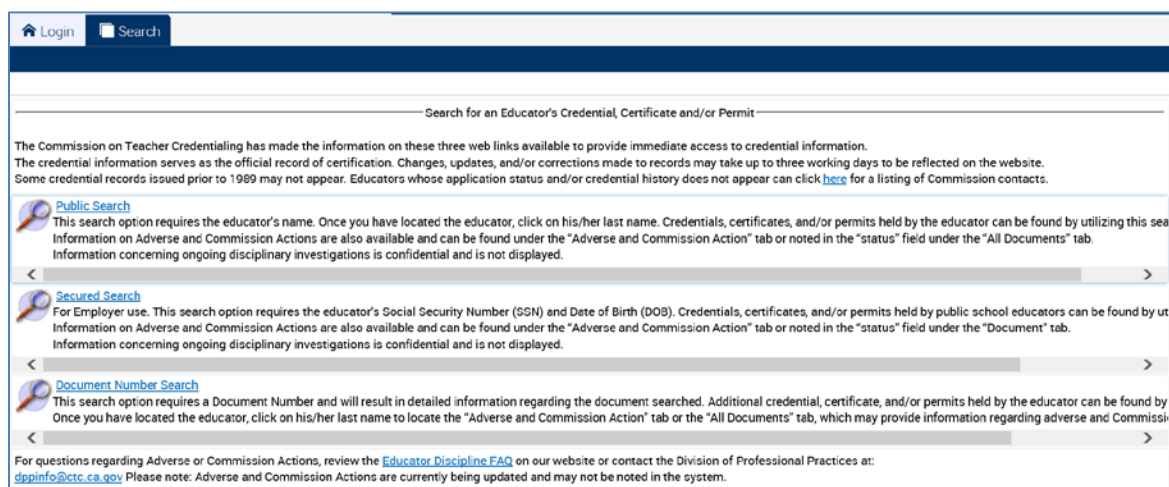
The Commission has provided through the **Search for an Educator** link immediate access to an educator's public credential information. The credential information viewed on the Commission's website serves as the official record of certification. Changes, updates, and/or corrections made to records may take up to three working days to be reflected on this website.

✕ Click **Search for an Educator**.



✕ Click either the  icon or the blue hyperlink to begin a search.

- The tabs at the top (Login and Search) display on all search views.
- The **Login** tab goes to the **CTC Online Login** view *unless* the user is logged in as either an Educator, an Authorized Designee or an Authorized Submitter.



## [CTC Online - Technical and Troubleshooting Help](#)

The following public webpages provide initial technical and troubleshooting help for an educator using the CTC Online system. However, some of the information provided on these pages can also assist an Agency User.

### **Login Help**

The [Login Help](#) page provides information on the following topics:

- Error messages
- Page does not display or is inactive
- Log in with your User ID and Password
- Forgot Your User ID?
- Forgot Your Password?/Password has expired
- Register using the Create Educator Account link. This link is for:
  - Individuals who have never submitted an application.
  - Educators who have not logged in since February 2017.
  - Educators who have received the *Your Login is no longer valid* message.

### **Your Educator Account**

The [CTC Online - Your Educator Account](#) page provides information on the following topics :

- Add or Change Your Information
- Add or Change Your Address
- Edit Your Challenge Questions and Answers
- Change Your Password - when you are logged into your account
- Check the Status: fingerprint clearance, application and documents, including additional application status information
- Documents: view, print and email.

### **Written Instructions for Application and Payment**

The [CTC Online – Written Instructions for Application and Payment](#) page provides information on the following topics:

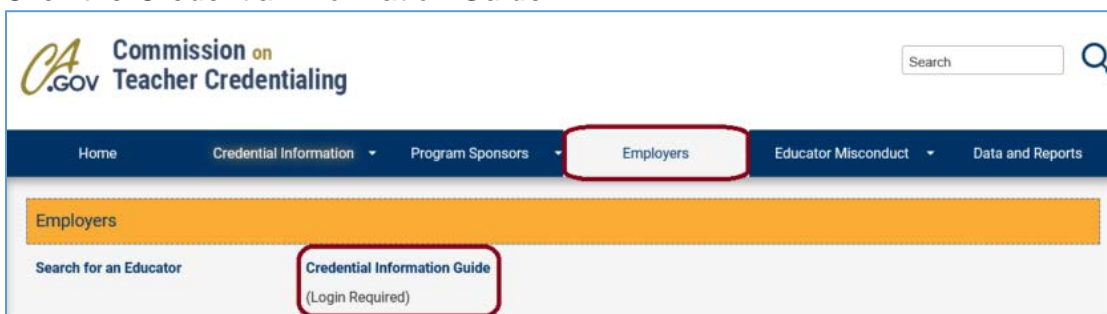
- Error messages
- Complete Your Program's Recommendation
- Return Your Program's Recommendation
- Renew Your Document - selecting a base credential
- Apply for Fingerprint Clearance (COC and ASCC)
- Complete a saved COC or ASCC application
- Professional Fitness Questions (PFQs)
- Payment

## Agency Users Resource – Credential Information Guide - Secured site

The [Credential Information Guide](#) (CIG) is a secured website requiring a Username and Password for Agency Users. The CIG provides a number of resources that will assist any analyst to properly utilize CTC Online.

✕ Click the *Employers* tab from the Commission's website ([www.ctc.ca.gov](http://www.ctc.ca.gov)).

✕ Click the *Credential Information Guide* link.



✕ Login by typing the *Username* and *Password*, then clicking Login.

*Username:* **cig2011**

*Password:* **ctcguide**

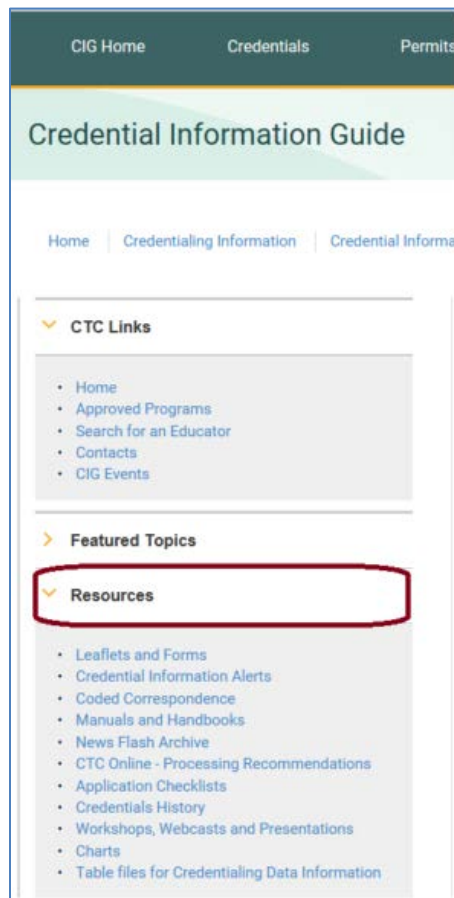
A screenshot of the CTC website login page. The header shows the CTC logo and a search bar. The navigation bar includes links for Home, Credential Information, Program Sponsors, Employers, Educator Misconduct, and Data and Reports. The 'Login' tab is highlighted. Below the navigation bar, there is a section titled 'Login' with a search bar and a link to 'Login', which is highlighted with a red box. The login form includes fields for Username and Password, and a 'Log in' button.

When you are logged in, you can save the CIG website as a favorite site in your browser.



Information specific to the CTC Online system is available by clicking on *Resources* and then click on the following links:

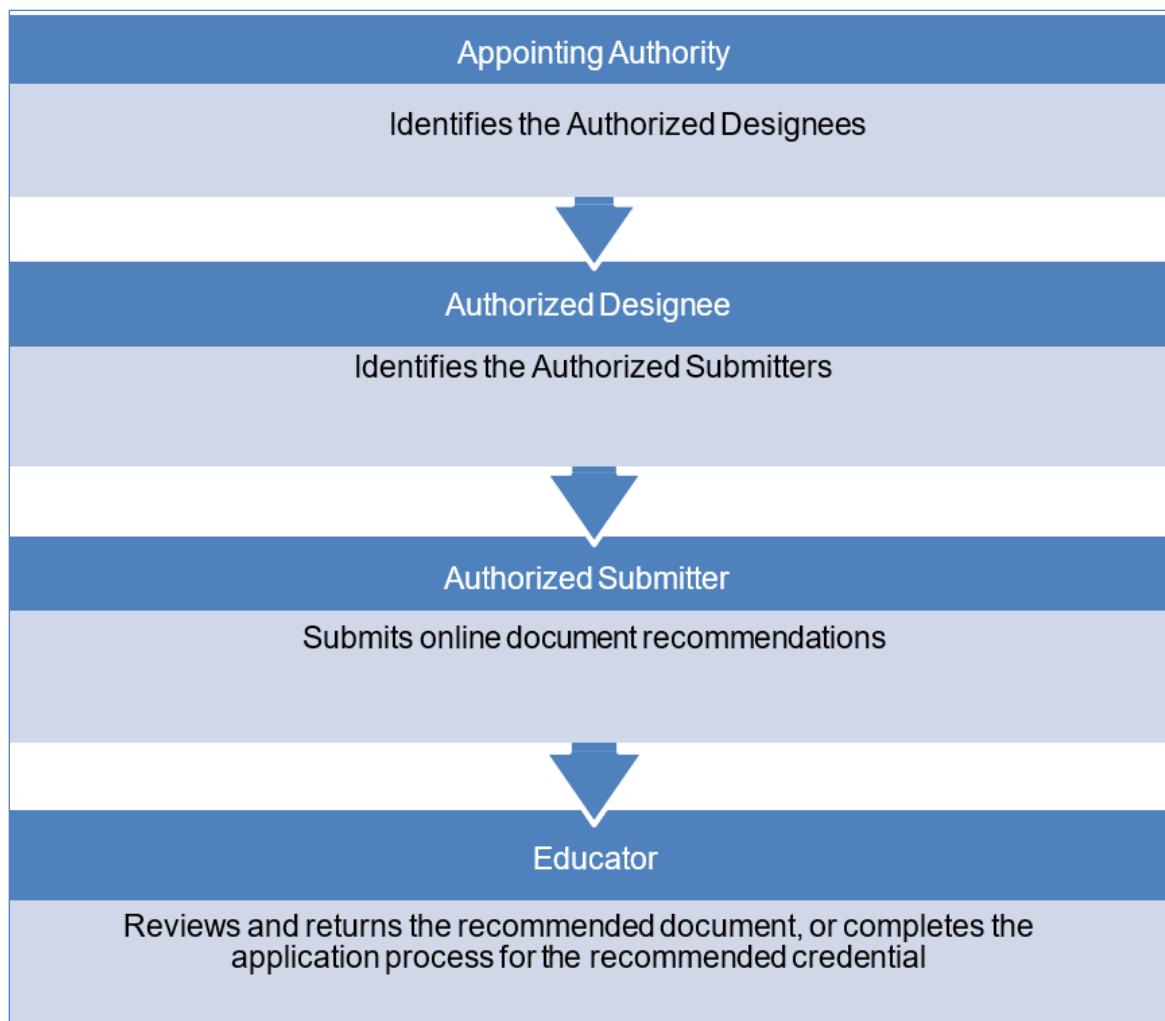
- [Manuals and Handbooks](#)
- [CTC Online – Processing Recommendations](#)



## CTC Online Submission Process - Overview

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The CTC Online Submission process is dependent on the following external users:



## CTC Online Users – Roles and Responsibilities

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This handbook focuses on the roles and responsibilities of four types of CTC Online Users: 1) Educator, 2) Appointing Authority, 3) Authorized Designee and 4) Authorized Submitter. Review the [CTC Online Roles and Responsibilities](#) chart for detailed information on the specific roles, responsibilities and authorizations associated with each type. Below is a generic explanation of each type.

### 1) Educator

An Educator can create and access his/her **Educator Page** and create, save, return and/or complete and submit electronic applications and payments to the Commission.



Educators cannot correct or change their **Social Security Number, Date of Birth or Name** using the CTC Online system. The Education is required to complete Form [41-NC Request to Change Name or Personal Profile](#) and mail it to the Commission. There is no fee for submitting this document.

## 2) Appointing Authority

An individual whose only role is an Appointing Authority does not have access to the CTC Online system. An Appointing Authority may request the additional role of an Authorized Designee and/or Authorized Submitter.

The Appointing Authority must:

- Be the Dean or Superintendent or their designee
- Identify Authorized Designees
- Maintain a list of Authorized Designees by adding, changing, or removing individuals as needed using the [CL-896 Add or Change Authorized Designee](#) form and emailing it to [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov).

## 3) Authorized Designee

Authorized Designees do not submit documents using the CTC Online system. An Authorized Designee is responsible for maintaining a list of Authorized Submitters by adding, changing, or removing individuals as needed using the [CL-897 Add or Change Authorized Submitter](#) form and emailing it to [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov).

An Authorized Designee may request the additional role of an Authorized Submitter. Once the Authorized Designee logs into the CTC Online system, the Authorized Designee can:

✕ Track the status of documents submitted either by an authorized submitter to the educator or an application the educator has submitted to the Commission electronically using the:

- ✓ My Organization's Recommends view
- ✓ My Filtered Recommends view (if the Designee also has the role of Submitter)
- ✓ My Recommends view (if the Designee also has the role of Submitter)

✕ Query, export and/or print data displayed on the following views:








- ✓ My Organization's Recommends
- ✓ My Filtered Recommends view (if the Designee also has the role of Submitter)
- ✓ My Recommends view (if the Designee also has the role of Submitter)

#### 4) Authorized Submitter

Authorized Submitters must be employees of the Authorized Agency/ Approved Institution. Only Authorized Submitters may make online credential recommendations for Educators. This responsibility may not be delegated to another employee, through contract and/or MOU, or other individuals employed by other entities providing curriculum, management, or other services to the Commission-approved program sponsor.

When a change is required to your existing authorizations, your Authorized Designee must complete and email the completed [CL-897 Add or Change Authorized Submitter](#) form to [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov).

Once the Authorized Submitter logs into the CTC Online system, they may have the authorization to do the following:

-  **Create** a new Educator Profile entering limited educator information
-  **Edit** an existing Educator Profile when creating a document for submission to the educator. For security purposes, an email notification will be sent when a name or email address change is made.
-  **Create** a New Document
-  **Add** an Authorization
-  **Upgrade** a Document
-  Track the status of documents submitted, either by an Authorized Submitter to the Educator or an application the Educator has submitted to the Commission:
  - ✓ My Organization's Recommends view
  - ✓ My Filtered Recommends view
  - ✓ My Recommends view
-  Perform the following actions to documents listed on the *My Filtered Recommendations* view:
  - ✓ Save
  - ✓ Query
  - ✓ Select all
  - ✓ Delete
  - ✓ Submit
  - ✓ Open a document to view using the document title hyperlink



 Query, export and/or print data displayed on the following views:

- ✓ My Filtered Recommends view
- ✓ My Recommends view

## **Agency User – Authorized Designees and Submitters**

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The Appointing Authority (for Authorized Designees) or Authorized Designees (for Authorized Submitters) must email the Commission a completed [CL-896 Add or Change Authorized Designee](#) or [CL-897 Add or Change Authorized Submitter](#) authorizing access the CTC Online system as an Authorized Designee or Authorized Submitter.

When a **new** Authorized Designee and Submitter account is set up, the User ID and *temporary* Password are emailed directly to the new user from Commission staff. Review the [Initial Login – Complete the Registration process](#) for more information.

Review the [CTC Online User List](#) to confirm your role and authorizations.

When changes are needed to your authorizations, the Appointing Authority (for Authorized Designees) or the Authorized Designees (for Authorized Submitters) must email the Commission a new [CL-896 Add or Change Authorized Designee](#) or [CL-897 Add or Change Authorized Submitter](#).

## **Agency User – Complete the Registration Process**


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The steps to complete the Registration Process are:

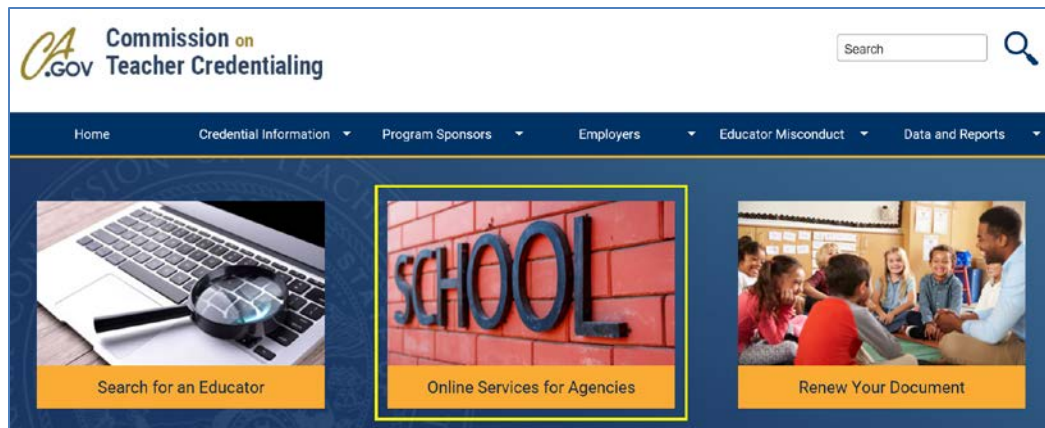
- Receive an email from the Commission ([CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov)) with your User ID and *temporary* Password.
- Go the Commission's website and click *Online Services for Agencies*
- Enter a valid **User ID**
- Enter the *temporary* **Password**
- Click **Login**
- Change the *temporary* Password
- Create your Challenge Questions and Answers

### **Initial Login – Complete the registration process**

New users can complete the registration process when an email from [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) has been received.

 Go to the Commission's website ([www.ctc.ca.gov](http://www.ctc.ca.gov)).

 Click **Online Services for Agencies**.



### CTC Online Login view

- ✕ Enter your **User ID**.
- ✕ Enter your **temporary Password**.
- ✕ Click **Login**.



**DO NOT** use the **Create Educator Account** link.

This link is for the Educator's only.

**CTC Online**

You can no longer log in with your SSN and date of birth.  
You must be a registered user to access the CTC Online system.  
Register your User ID by clicking the "Create Educator Account" link below.

User ID:\*

Password:\*

Login

[Educator Login Help](#)

[Forgot Your Password?](#)

[Forgot Your User ID?](#)

[Create Educator Account](#)

**Caution: User accounts are locked after 5 unsuccessful login attempts.**

The **first time** you Login with your **User ID** and **temporary Password**, the system will

prompt you to change your Password and create your Challenge Questions and Answers.

The **new** Password is accepted when the [Challenge Questions and Answers](#) view displays.



Do not share your User ID and Password with others.

### **Challenge Questions and Answers view**

This is part of the initial account setup. It is crucial that Authorized Designees and Authorized Submitters successfully create three Challenge Questions and Answers which will be used for authentication purposes when the ***Forgot Your User ID?*** or ***Forgot Your Password?*** link is used.

The *Edit / Change Password* view is used to create and later update your Password and Challenge Questions and Answers.



Email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) if the Authorized Designee or Submitter's Birthdate or Organization information is incorrect.



Click ***Edit*** to open the fields.

- ✕ Click in each field to enter your Challenge questions and answers.
- ✕ You can also update your First and Last Name, Phone number and email address.

The screenshot shows a web form titled "1 of 1" with "Save" and "Cancel" buttons. The form includes fields for "User ID", "First Name", "Last Name", "Birth Date", "Time Zone", "Organization", "Phone #", and "E-mail". Below these is a section for "Challenge Questions (This should be information only known to you.)" with three rows of "Challenge Question" and "Challenge Answer" labels. The input fields for these are currently empty. To the right of the input fields, there are instructions: "Questions minimum length of 5 characters.", "Answers minimum length of 5 characters.", "Questions and answers must all be different.", and "Answer cannot be part of question."


- ✕ Click **Save**.

If an error message displays, please check your questions and/or answers and change them as needed to meet the system requirements.

The challenge questions and answers meet the system requirements when the *Edit / Change Password* view displays with your challenge questions and answers.

This screenshot shows the same form as the previous one, but with the "Challenge Questions" section populated. The "Challenge Question" fields contain "Question 1", "Question 2", and "Question 3". The "Challenge Answer" fields contain "Answer 1", "Answer 2", and "Answer 3". The instructions on the right remain the same.

- ✕ Click the [Application](#) tab at the top of the page to close the *Edit / Change Password* view and access the *My Filtered Recommends* view.

 **Commission on  
Teacher Credentialing**

🏠 Login

🔍 Search

Application

👤 Educator Profile Portal

1 of 1+

Edit

Change Password

User ID:  
User ID

First Name:  
First Name

Last Name:  
Last Name

Birth Date:  
01/01/1950

Time Zone:

Organization:  
Organization

Phone #:

Email:  
xxx@xxx.com

Challenge Questions (This should be information only known to you.)

Challenge Question 1  
Question 1

Challenge Answer 1  
Answer 1

Challenge Question 2  
Question 2

Challenge Answer 2  
Answer 2

Challenge Question 3  
Question 3

Challenge Answer 3  
Answer 3

## Agency User – Login

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### CTC Online Login view

- ✕ Enter a valid **User ID**.
- ✕ Enter the current **Password**.
- ✕ Click **Login**.

When the **User ID** and **Password** entered are accepted, the [Welcome Back](#) view displays.

**CTC Online**

You can no longer log in with your SSN and date of birth.  
You must be a registered user to access the CTC Online system.  
Register your User ID by clicking the "Create Educator Account" link below.

User ID:\*

Password:\*

Login

[Educator Login Help](#)

[Forgot Your Password?](#)

[Forgot Your User ID?](#)

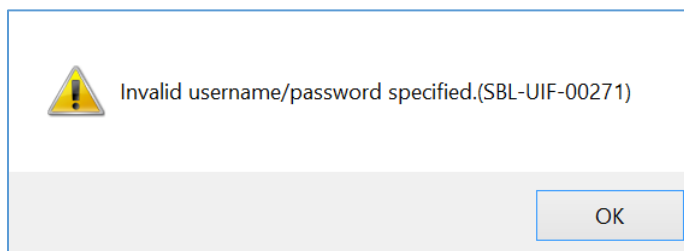
[Create Educator Account](#)

Caution: User accounts are locked after 5 unsuccessful login attempts.

### Error Messages

- **Invalid Username/Password specified – error message (SBL-UIF-00271)**

This message will display when the User ID and Password entered do not match our records or the account has been locked after 5 unsuccessful attempts.



The initial lockout period is **30 minutes**. Each login attempt made during the initial 30-minute lockout period will extend the lockout time.

While the account is locked, the system will allow a temporary password to be sent and for the password on the account to be reset. However, resetting a password will not unlock the account. The same error message will display when logging in with the new password. As a result, an account can quickly become locked for hours.



### **Commission staff cannot unlock an account.**

When an account is locked, waiting 24-hours before attempting to log in again ensures the account is unlocked and aligns with the expiration of an emailed temporary password.

- **Your Password has expired – message**

After logging in with a valid User ID and *expired* Password, a message to reset your password will display. The same process is used when resetting an *expired* password or using [Forgot Your Password?](#)



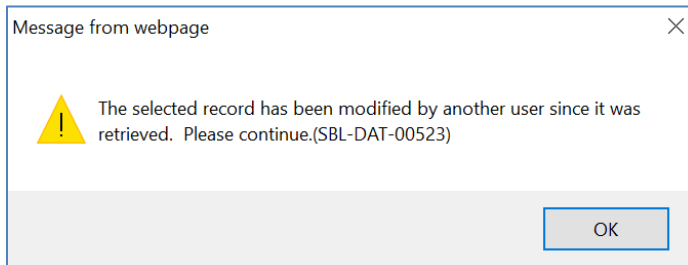
Click [Reset Password](#)

Your password has expired. Click "Reset Password".

Reset Password

- **The selected record has been modified by another user - error message (SBL-DAT-00523)**

This message may display at any time when using the CTC Online system. The “user” is the authorized submitter or designee. **This message will not lock the account.** It can display more than 5 times and again later on in the process. View the [Login Help](#) webpage for additional guidance.



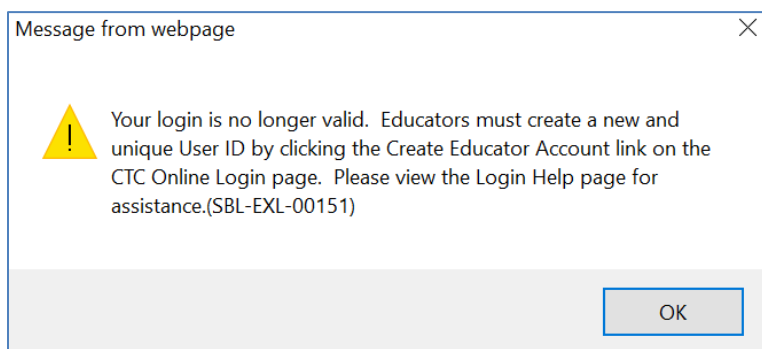
- **Your login is no longer valid - message (SBL-EXL-00151)**

This message will display when the User ID has been invalidated by the Commission.



**DO NOT** use the **Create Educator Account** link.

- Email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) if you receive this message and you believe it is in error.





## Agency User – Forgot Your User ID?

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### CTC Online Login view

- ✕ Click ***Forgot Your User ID?***

### Forgot User ID or Password view

- ✕ Click ***Authorized Submitter (Recommending entity)***.
- ✕ Click ***Next***.

### Authorized Submitter Information view

All answers must match our records exactly.


- ✕ Enter your **First and Last Name**.
- ✕ Enter your **Date of Birth** (leading zeros will be removed when ***Next*** is clicked).
- ✕ Enter the **email address** associated with your account.
- ✕ Click ***Next***.

**Authorized Submitter Information**

Please enter the following information for verification.

First Name:

Last Name:

Date of Birth (MM/DD/YYYY) \*:  

Email Address:

### **Challenge Questions & Answers view**

The challenge questions will display in locked fields.

All answers must match the Commission's record exactly.

✕ Click in each answer field and enter the answer on file for all three questions.

✕ Click **Next**.

**Challenge Questions**

Please answer the following questions to verify yourself.

Challenge Question 1:

Challenge Answer 1:

Challenge Question 2:

Challenge Answer 2:

Challenge Question 3:

Challenge Answer 3:

(Note that Challenge Question Answers are not case sensitive.)

### **Forgot User ID Confirmation view**

When all of the entered information matches our records, the *Forgot User ID Confirmation* view will display.

✕ Click **Continue** to return to the *CTC Online Login* view.

**Forgot User ID Confirmation**

Your User ID has been found.

User ID:

### **Error messages**

The following error messages may display when using **Forgot Your User ID?**

- **Registration Help - The information you submitted does not have a match**

This message will display when:

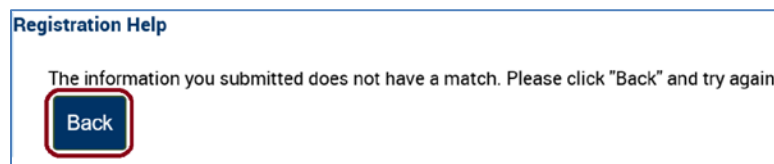
- **Educator** was selected instead of **Authorized Submitter**.
- The information provided does not match the Commission's record *exactly*.



Email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) for troubleshooting assistance when the **Authorized Submitter** option was selected and you receive this error message.



Click **Back** to return to the *Challenge Questions & Answers* view



- **Challenge Question Error**

Triggers when the answers provided to the challenge questions do not match our records exactly. If you forgot your Challenge Question answers, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) to reset your password.

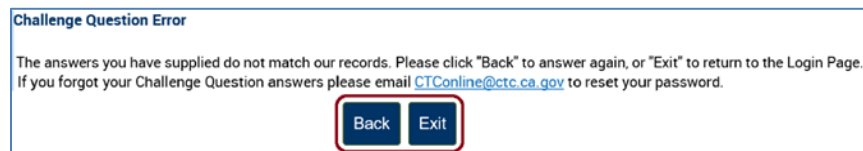


Click **Back** to return to the *Challenge Questions & Answers* view

**OR**



Click **Exit** to return to the *CTC Online Login* view.



## **Agency User – Forgot Your Password?**

The ***Forgot Your Password?*** can be used at any time to reset your password.

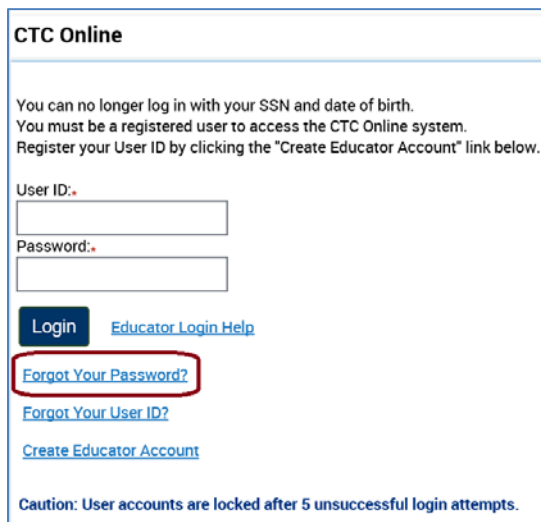
The steps for using **Forgot Your Password?** are:

- Click ***Forgot Your Password?***
- Click ***Authorized Submitter (Recommending entity)***
- Enter your First and Last name, Date of Birth and work email address
- Enter the answers to your Challenge Questions
  - If successful, reset the password

- If unsuccessful, enter your work email address
  - If you are still unsuccessful, email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov)
- Enter your new password twice
- Click **Save**

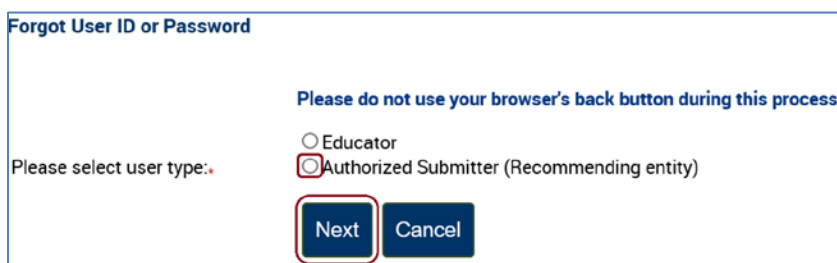
### **CTC Online Login view**

- Click **Forgot Your Password?**



### **Forgot User ID or Password view**

- Click **Authorized Submitter (Recommending entity)**.
- Click **Next**.



### **Authorized Submitter Information view**

All answers must match our records **exactly**.

- Enter your **First and Last Name**.
- Enter your **Date of Birth** (leading zeros will be removed when **Next** is clicked).
- Enter the **Email Address** associated with your account.

- ✕ Click **Next**.

The screenshot shows a form titled "Authorized Submitter Information". On the left, there are labels for "First Name:", "Last Name:", "Date of Birth (MM/DD/YYYY) \*:", and "Email Address:". To the right, there are four input fields corresponding to these labels. Above the input fields, the text "Please enter the following information for verification." is displayed. At the bottom of the form, there are two buttons: "Next" and "Cancel". The "Next" button is highlighted with a red box.

### **Challenge Questions view**

The challenge questions will display in locked fields.

All answers must match the Commission's record exactly.

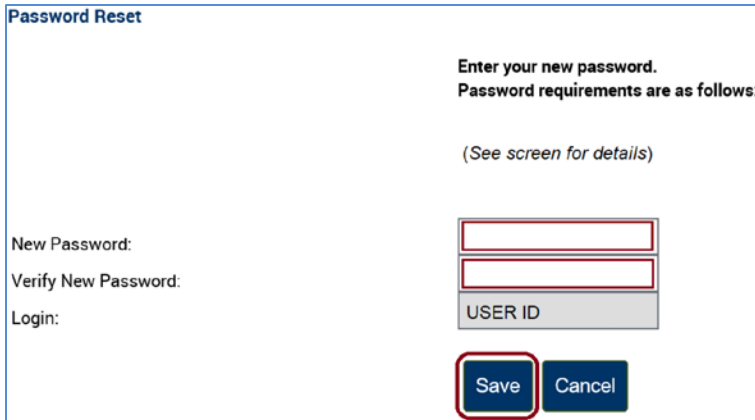
- ✕ Click in each answer field and enter the answer on file for all three questions.
- ✕ Click **Next**.

The screenshot shows a form titled "Challenge Questions". On the left, there are labels for "Challenge Question 1:", "Challenge Answer 1:", "Challenge Question 2:", "Challenge Answer 2:", "Challenge Question 3:", and "Challenge Answer 3:". To the right, there are three input fields corresponding to the "Challenge Answer" labels. Above the input fields, the text "Please answer the following questions to verify yourself:" is displayed. At the bottom of the form, there are two buttons: "Next" and "Cancel". The "Next" button is highlighted with a red box.

The *Password Reset* view will display when the answers are correct.

- ✕ Enter your **New Password** in the **New Password** field.
- ✕ Enter your **New Password** in the **Verify New Password** field.
- ✕ Click **Save**.

When the new password has been successfully changed, the [Welcome Back](#) view will display.



**Password Reset**

Enter your new password.  
Password requirements are as follows:

(See screen for details)

New Password:

Verify New Password:

Login:

### **Password has been updated email**

An email will be sent to the email address on file when the new password has been accepted.

- If you did not request to reset the password, email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov).

### **Error messages**

The following error messages may display when using **Forgot Your Password?**

- **Registration Help - The information you submitted does not have a match**

This message will display when:

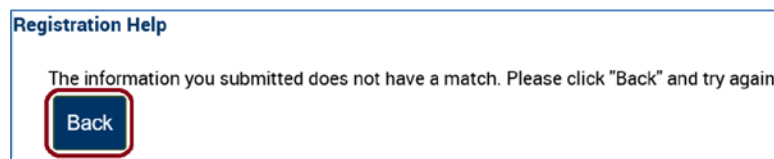
- **Educator** was selected instead of **Authorized Submitter**.
- The information provided on the *Authorized Submitter Information* view does not match the Commission's records *exactly*.



Email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) for troubleshooting assistance when the **Authorized Submitter** option was selected and you receive this error message.



Click **Back** to return to the *Challenge Questions & Answers* view



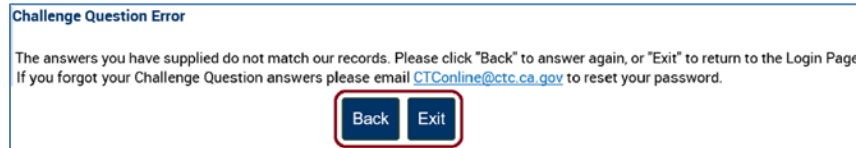
**Registration Help**

The information you submitted does not have a match. Please click "Back" and try again.

- **Challenge Question Error**

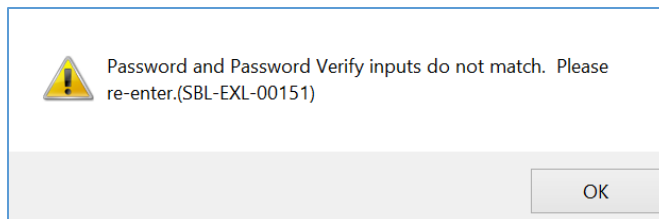
Triggers when the answers provided to the challenge questions do not match our records exactly. If you forgot your Challenge Question answers, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) to reset your password.

- ✕ Click **Back** to return to the *Challenge Questions & Answers* view
- OR**
- ✕ Click **Exit** to return to the *CTC Online Login* view.



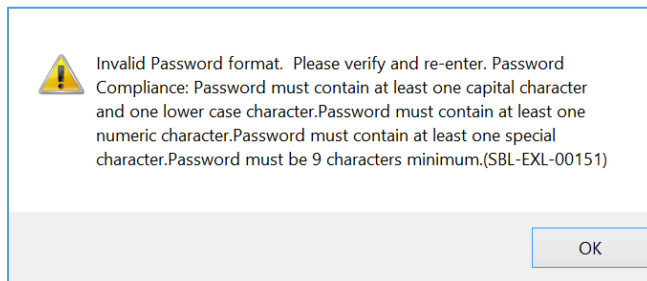
- **Both Passwords must match error message (SBL-EXL-00151)**

The error message below will display even when the Password does not meet the format requirements.



- **Invalid Password format error message (SBL-EXL-00151)**

When both Passwords entered match and it does not meet the format requirements, an invalid password format error message will display.



## Agency User – My Account

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### My Account link

The *My Account* link is used to access your account information.

- Click the **Person** icon.
- Click **My Account** to access the *Edit/Change Password* view.



### Edit / Change Password view

The *Edit/Change Password* view is used to:

- Edit your First and Last Name
- Edit your telephone number
- Edit your E-mail address
- Edit your Challenge Questions and/or Answers
- [Change](#) your Password
- [Logout](#) of the CTC Online system

There are two options on the **Edit / Change Password** view.

- Click [Edit](#) to immediately update the following information:
  - First and Last Name
  - Telephone number
  - E-mail address
  - Challenge Questions and/or Answers
- Click [Change the Password](#) to immediately change the password.



**Edit** **Change Password**

User ID:  Organization:

First Name:  Phone #:

Last Name:  E-mail:

Birth Date:  Time Zone:

**Challenge Questions (This should be information only known to you.)**

Challenge Question 1:  Answer 1:

Challenge Question 2:  Answer 2:

Challenge Question 3:  Answer 3:

## **My Account – Change Password – Password Reset view**

The new password is changed instantly and will be required at the next Login.

### **Change your Password**

- ✕ Click **Change Password**.

**Edit** **Change Password**

### **Change Password view**

- ✕ Enter your **Current** Password in the **Current Password** field.
- ✕ Enter the **New** Password in the **New Password** field.
- ✕ Enter the **New** Password in the **Verify New Password** field.
- ✕ Click **Save**.

**Change Password**

**Password**

To change your password, enter your current password first, and then enter the new password.  
Password requirements are as follows:

(See screen for details)

Current Password:

New Password:

Verify New Password:

**Save** **Cancel**



When the Password has been successfully changed, click the *Application* tab to close this view and go to the [My Filtered Recommends](#) view.

The screenshot shows the 'Change Password' form in the Educator Profile Portal. The top navigation bar has tabs for 'Login', 'Search', 'Application' (highlighted), and 'Educator Profile Portal'. The form has two main sections: 'Edit' and 'Change Password'. The 'Change Password' section contains the following fields:

- User ID:
- First Name:
- Last Name:
- Birth Date:
- Time Zone:
- Organization:
- Phone #:
- E-mail:

Below these fields are three challenge questions and their corresponding answers:

- Challenge Question 1:
- Challenge Answer 1:
- Challenge Question 2:
- Challenge Answer 2:
- Challenge Question 3:
- Challenge Answer 3:

## **Password Error Messages**

When a password does not meet the system requirements, an error message will display.

- **Password is incorrect (SBL-UIF-00339)**

The error message will display when the current password does not match the password used to login.

The screenshot shows an error message box with a yellow warning triangle icon. The text inside the box reads: "The current password that you entered is incorrect. Please enter again.(SBL-UIF-00339)". At the bottom right of the box is an "OK" button.

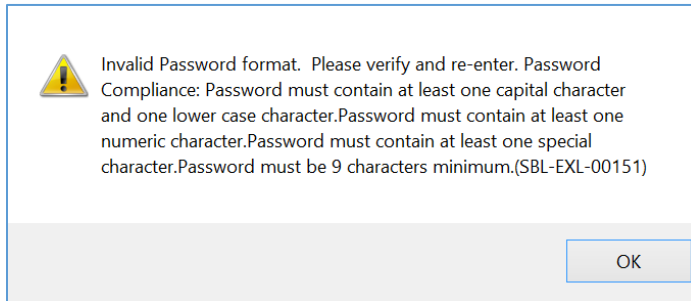
- **Passwords do not match (SBL-UIF-00375)**

The error message below will display when the passwords do not match even if the new Password does not meet the format requirements.

The screenshot shows an error message box with a yellow warning triangle icon. The text inside the box reads: "The passwords that you entered do not match. Please make sure that you type the passwords correctly.(SBL-UIF-00375)". At the bottom right of the box is an "OK" button.

- **Invalid Password format error message (SBL-EXL-00151)**

When both Passwords entered match and it does not meet the format requirements, an invalid password format error message will display.



### **My Account – Edit Challenge Questions and Answers view**

Changed information is updated instantly and will be required when the ***Forgot my User ID?*** or ***Forgot my Password?*** links are used.

**Edit** **Change Password**

User ID:  Organization:

First Name:  Phone #:

Last Name:  E-mail:

Birth Date:

Time Zone:

**Challenge Questions (This should be information only known to you.)**

Challenge Question 1:

Challenge Answer 1:

Challenge Question 2:

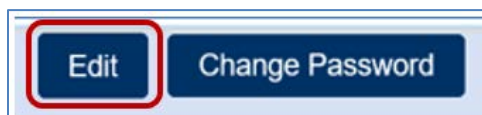
Challenge Answer 2:

Challenge Question 3:

Challenge Answer 3:

### **Edit your Challenge Questions & Answers**

Click ***Edit***.



Click in the field(s) to delete and enter the new information.



The current text must be deleted before typing the new information.

Text in locked fields cannot be changed using the CTC Online system.

Email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) if the information in a locked field is incorrect.

- ✕ Click **Save**.

The screenshot shows a user profile edit form. At the top left, there are 'Save' and 'Cancel' buttons. Below them is a legend: '\* = Required Field'. The form contains several input fields: 'User ID' (disabled), 'First Name', 'Last Name', 'Birth Date' (01/01/1970), 'Time Zone' (dropdown), 'Organization' (dropdown menu showing 'Organization Code'), 'Phone #', and 'E-mail' (xxx@xxx.com). A section titled 'Challenge Questions (This should be information only known to you.)' contains three rows of 'Challenge Question' and 'Challenge Answer' fields. Red boxes highlight the 'Save' button, the 'First Name' and 'Last Name' fields, the 'Organization' dropdown, the 'Phone #' and 'E-mail' fields, and the entire 'Challenge Questions' section.

- ✕ When your personal information or challenge questions & answers have been changed, click the *Application* tab to close this view and go to the [My Filtered Recommends](#) view.

This screenshot shows the same user profile edit form as above, but with the 'Application' tab highlighted in the top navigation bar. The 'Application' tab is circled in red. The form itself is identical to the previous one, showing fields for personal information, organization, and challenge questions.

## Agency User – Logout of CTC Online

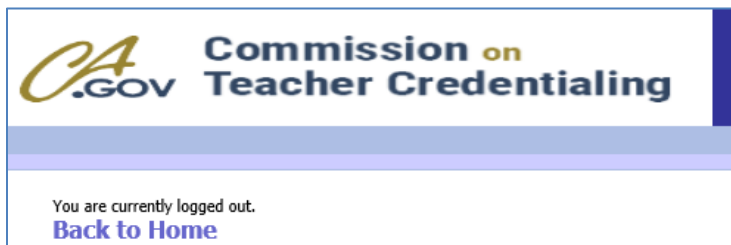
When an Authorized Submitter or Designee has logged in, the **Person Icon** is displayed in the upper right corner. The Authorized Submitter or Designee can securely log out of their account using the **Person** icon.

### Logout link

- ✕ Click the **Person** icon at the top right corner of the page.
- ✕ Click **Logout** from the pop-up window to securely exit the CTC Online system.



Click **Back to Home** or close the *CTC Online* tab.



## Agency User – Navigation Hints

Below is a brief introduction to the navigation buttons, icons and pop-up windows used throughout the CTC Online system.

### Buttons

The following buttons are located throughout the system. It is critical to understand each button may perform different functions depending on its location.

#### New and Edit

When these two buttons are displayed together:

- The **New** button will open the fields to enter information in empty fields.
- The **Edit** button when active will open the fields to delete or change existing information.



#### New and Delete

When these two buttons are displayed together:

- The **New** button will open the fields to enter information in empty fields.
- The **Delete** button will discard newly entered information, close the fields and display the previous data, if any.



### Save, OK and Cancel



Always select the **Save** button whenever it is available to avoid losing information.

When the **Save** and **Cancel** buttons are displayed together:

- The **Save** button will save the entered information
- The **Cancel** button will discard any newly entered information and close the fields



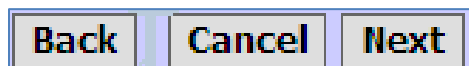
The **OK** and **Cancel** buttons are located together at the bottom of the pop-up window.

- The **OK** button will populate the fields with the selected information.
- The **Cancel** button will close the fields without populating the fields with any new information.



### Back versus Cancel versus Delete

These three buttons appear together at the bottom of most views.



### Back



The **Back** button performs different functions.

Back may return to the previous view or may it may delete and purge a document that has not yet been submitted to the Commission by the educator and change the status to **“Application to be deleted and purged.”**

If the document was previously submitted, it will be removed from the *Educator Page*. It will also remove the document from the *My Filtered Recommends* view and display it only on the *My Recommends* and *Organizations Recommends* views. If the document is deleted, the entire document must be re-entered.

### Cancel



The **Cancel** button performs different functions.

The **Cancel** button will delete and purge a document that has not yet been submitted to the Commission by the educator. **Cancel** may undo a previous action or **Cancel** may delete the entire document and change the status to “**Application to be deleted and purged.**” If previously submitted it will be removed from the *Educator Page*. It will also remove the document from the *My Filtered Recommends* view and display it only on the *My Recommends* and *Organizations Recommends* views. If the document is deleted, the entire document must be re-entered.

### Next

The **Next** button advances through the views.

### Arrows

#### Sort and Lock icons

- Click on a column heading to view the sort/lock icons. The Lock item locks the view. To unlock it, select it again.

Expiration Date	Original Issuance Date	Sort	de
2/1/2018	1/1/2017	Lock	

- Click on the update/down arrows to sort the information in ascending or descending order.



### Left/Right Arrows

These arrows display the next/previous set of records.

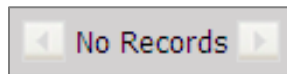
Example: 1-10 of 10+ indicate that 10 rows of information (documents) are displayed on this view and additional information is available.

- ✕ Click the right arrow to display the next 10 rows.
- ✕ Click the left arrow to display the previous 10 rows.



### Greyed Out Arrows

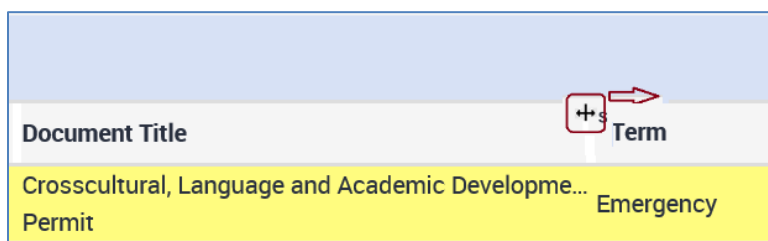
This will display to the upper far right of a pop-up box or view when there is no match to the entered information. The bottom portion of the pop-up box will be empty.



### Resize column widths

Use the mouse pointer to resize column widths.

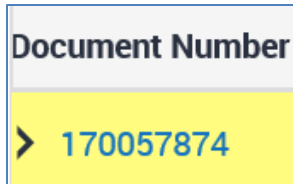
- ✕ Place the mouse pointer **between any two column headings**. The mouse pointer will change into a double arrow cursor.
  - Do not click on the heading column as the **sort/lock** option will display.
- ✕ Click the mouse and drag the double arrow cursor to the left or right until the column width has changed and the information is viewable.



### Select and view a document's details

- ✕ Click on the document number to open the document and view all of the document details including all authorizations, renewal requirements and any employment restrictions.





Document Number

> 170057874

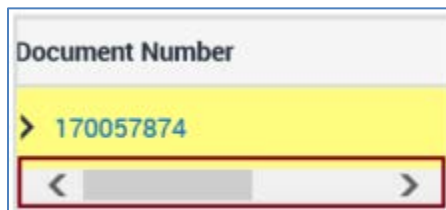
➤ **Print a document**

- From the *Document Detail* view, you can print an unofficial copy of the document.
- You can also use the [Document Number](#) Search option to print an unofficial copy of the document displaying all of the authorizations.
- Adjust the column widths and/or sort the rows of information if needed.

**The scroll bar**

Use the scroll bar to view additional information not displaying on the screen.

- ☒ Click the left or right arrows or drag the bar left or right at the bottom of each section to view additional information not displaying on the screen.



Document Number

> 170057874

< [scroll bar] >

**Calendar icon**

The calendar icon is displayed to the right of a data field. When selected, it will activate a pop-up window. The pop-up window will display the current Month and Year.



[Data field] [Calendar icon]

**Entering Dates**

There are two options available for entering a date. The field will populate with either the entered or selected date.

- ☒ Enter the date with the (MM/DD/YYYY) format to populate the field

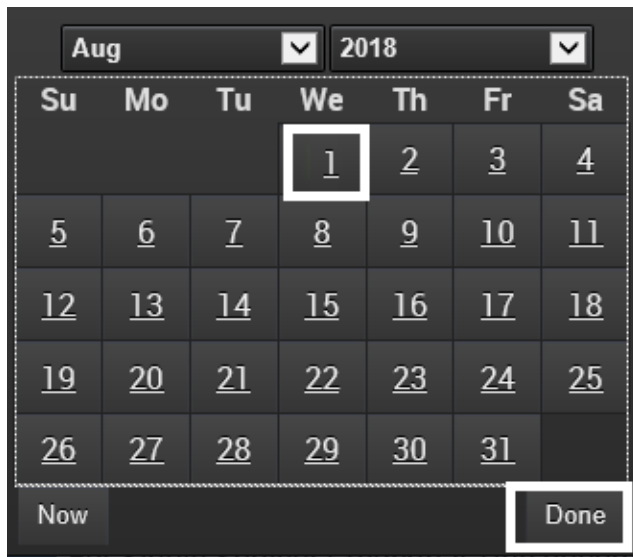
**OR**

- ☒ Click the **Date** field calendar icon

- The Calendar pop-up window displays the current Month and Year.

- ☒ Click the drop down arrow in the **Month** and **Year** fields to navigate to the correct month and year.

- ✕ Click on the correct date to highlight it.
- ✕ Click the **Done** button at the bottom right of the pop-up window to populate the field with the selected information.



### **Drop down arrow**

The drop down arrow is displayed to the right of a data field. When selected, it will display information in a single column. Scroll down the list and select the item to highlight it. The selected information will automatically populate in the data field.



### **Pick applet**

The pick applet icon is displayed to the right of a data field. When selected, it will activate a pop-up window. The pop-up window will display information appropriate for the data field.



### **Pop-up Windows**

The pop-up window will display information appropriate for the data field.

- Expand pop-up window  
Expand the pop-up window by selecting the maximize window button located in the upper far right of the pop-up window.



- Close pop-up window

Close the pop-up window by selecting the exit window button located in the upper far right of the pop-up window or click the **Cancel** button at the bottom right of the **OK** button.



- Blank pop-up window

When a blank pop-up window appears, please check the following:

- The information entered is not an exact match to the available data. **The information in the data field is case sensitive.**
- Review the [Organization Professional Preparation Program List](#). If the program is listed under your Organization, then it is possible that your User ID may not be linked. Check with your Organization's Authorized Designee to confirm you have been authorized to submit the recommendation. If you have been authorized, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) describing the problem and identify which Programs and/or Authorization Codes are needed.

### Find button

The **Find** button on a pop-up window will limit the information displayed in the pop-up window. For example:

✕ Click in the first data field and select a different column name, e.g. **Program Methodology**.

✕ Enter the Subject, e.g. **Art\*** in the second data field.



**The information in this field is case sensitive.**

✕ Click **Find**.

- If there is only one exact match, the information will automatically populate the field.
- If there is more than one match or there is not an exact match, a [pop-up window](#) will display again.

## Select data displayed in pop-up window

- ✕ Click on the row with the correct appropriate information to populate the field.
  - When appropriate information does not appear within the first window, use the left/right [arrows](#) or the [Find](#) button.
- ✕ Click **OK** to populate the fields with the selected information.

Query

Document Description

Single Subject

Find

Title	Document Description	Term	Term Description	Category	Category Description	Program Methodology	Program Type	Program Name	OrganizationName
TC1	Single Subject Teaching Credential	IN	Internship	FT	First Time	Art	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	IN	Internship	NT	New Credential Type	Art	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
> TC1	Single Subject Teaching Credential	PS	Preliminary	NT	New Credential Type	Art	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	PS	Preliminary	NT	New Credential Type	Languages Other than English	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	IN	Intern	NT	New Credential Type	World Languages: ELD	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	PS	Preliminary	FT	First Time	Art	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	PS	Preliminary	NT	New Credential Type	World Languages: ELD	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	PS	Preliminary	FT	First Time	World Languages: ELD	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	IN	Intern	FT	First Time	World Languages: ELD	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN
TC1	Single Subject Teaching Credential	PS	Preliminary	FT	First Time	Languages Other than English	2042 PRELIMINARY	SINGLE SUBJECT TEACHING CREDENTIAL	CTCOUN

OK

Cancel

## Agency User – Welcome Back

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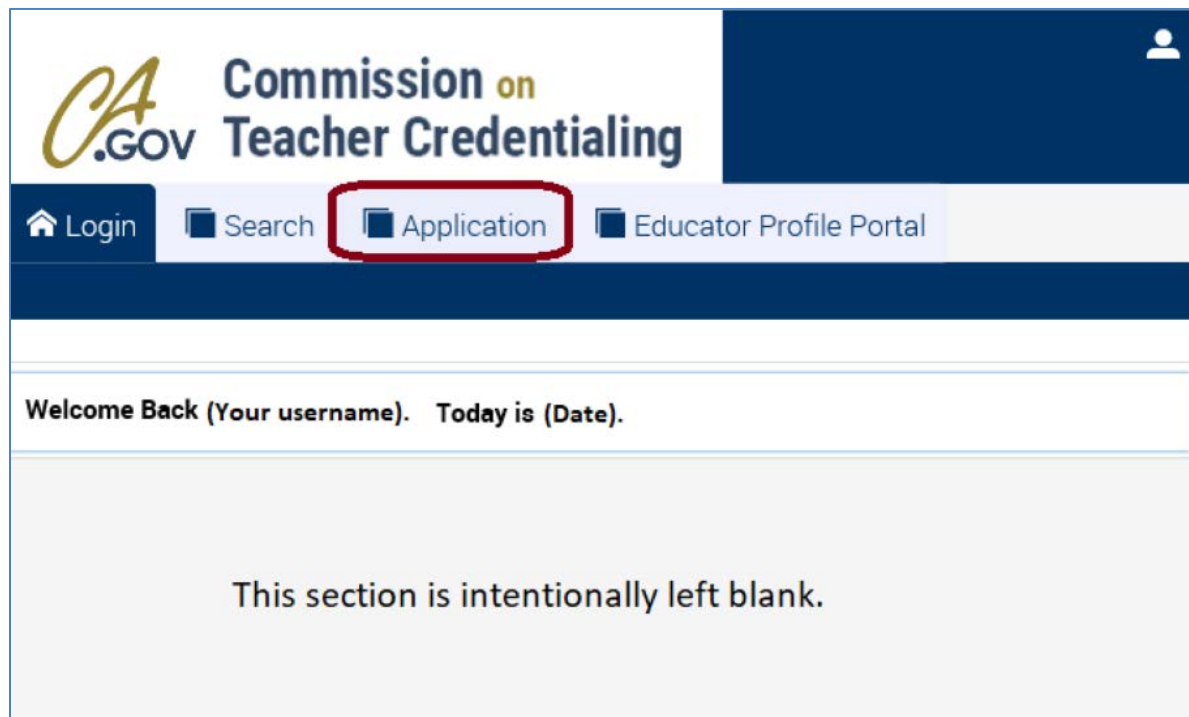
The *Welcome Back* view will display when you have successfully logged into the system.



The *Application* tab only appears when your account has been configured and linked.



Click the *Application* tab.



### **My Filtered Recommends** view

From this view, you may be able to:

- Start the recommendation submission process for an educator
- Go to the [My Recommends](#) view
- Go to the [Organization's Recommends](#) (Authorized Designee only) view

[Home](#)
[Login](#)
[Search](#)
[Application](#)
[Educator Profile Portal](#)

My Filtered Recommends

Section A

Export

Query

1 - 10 of 10+

Delete

Submit

Created

Document Title

First Name

Last Name

Status

Create

7/20/2016 01:52:09 PM

Single Subject Teaching Credential

TRAINING

THREE1

In Progress

CERT#

6/13/2017 08:58:47 AM

Single Subject Teaching Credential

TRAINING

THREE1

In Progress

CERT#

12/3/2018 07:56:35 PM

Multiple Subject Teaching Credential

TRAINING

THREE1

In Progress

CERT#

8/29/2017 03:23:25 PM

Speech-Language Pathology Services Credential

TRAINING

THREE1

In Progress

CERT#

8/31/2017 11:06:53 AM

Single Subject Teaching Credential

TRAINING

THREE1

In Progress

CERT#

10/12/2017 02:00:28 PM

Administrative Services Credential

TRAINING

THREE1

In Progress

CERT#

Enter the Educator's Information

\* = Required Field

Social Security Number (#####) \*

Date of Birth (MM/DD/YYYY) \*

Recommend

What would you like to do ?

Go to My Recommends

Go to Organization's Recommends

## Agency User – My Filtered Recommends

The *My Filtered Recommends* view will display after the Authorized Submitter has logged in and then clicked the *Application* tab.

The *My Filtered Recommends* is the default view and displays only those documents submitted by the Authorized Submitter. This view will also display when the **Go to My Filtered Recommends** link is selected from the [My Recommends](#) or the [Organization Recommends](#) view.

Documents with a status listed below will display in this view. The definitions for each status can be found in the [Glossary](#) and in Appendix B of the [CTC Online Recommendations - Credential Types and Codes](#) document available on the CIG.

- In Progress
- Ready for Submission
- Recommended
- Educator Return
- Awaiting Payment

My Filtered Recommends

Documents

Export

Query

1 - 6 of 6

Select All

Delete

Submit

Select	Created By	Created	Document Title	First Name	Last Name	Status
> No	CERTONLINE	8/17/2018 08:38:25 AM	Clinical or Rehabilitative Services ...	TRAINING	THREE1	Ready for Submission
No	CERTONLINE	8/17/2018 08:40:22 AM	Educator Authorization	TRAINING	THREE1	Ready for Submission
No	CERTONLINE	8/20/2018 08:02:59 AM	Single Subject Teaching Credential	TRAINING	THREE1	Recommended
Yes	CERTONLINE	7/26/2018 08:48:16 AM	Multiple Subject Teaching Credent...	TRAINING	THREE1	Recommended
Yes	CERTONLINE	7/26/2018 08:54:36 AM	Single Subject Teaching Credential	TRAINING	THREE1	Recommended
No	CERTONLINE	8/17/2018 07:49:11 AM	Clinical or Rehabilitative Services ...	TRAINING	THREE1	In Progress

From this view:

- Click on the *Document Title* to view and edit the document details on *Document*

*Detail view.*

- View the *Go to Edit Document* section under [Approved Institutions](#) or [Authorized Agencies](#) for more information.
- Select one or more documents with the “Ready for Submission” status to submit to the educator.
- Select one or more documents to delete.
- Export data and run queries for [reports](#).
  - View the [User Guide – How to Export Recommendations](#) on the CIG under CTC Online – Processing Recommendations.
- Search for an educator using the [Educator Profile Portal](#) or [Search](#) tab.
- Go to [My Recommends](#).
- Go to [Organization’s Recommends](#) (Authorized Designee only).
- Start the recommendation submission process for an educator.
  - View the [Start an Online Recommendation](#) section for more information.

## **Agency User – My Recommends**

---

The *My Recommends* view will display after the Authorized Submitter has logged in, clicked on the *Application* tab and then clicked the *Go to My Recommends* link.

The *My Recommends* view displays only those documents submitted by the Authorized Submitter. This view will also display when the *Go to My Recommends* link is selected from the [My Filtered Recommends](#) or the [Organization’s Recommends](#) views.

Documents with a status listed below will display in this view. The definitions for each status can be found in the [Glossary](#) and in Appendix B of the [CTC Online Recommendations - Credential Types and Codes](#) document available on the CIG.

- Application to be deleted and purged
- In Progress
- Ready for Submission
- Recommended
- Educator Return
- Awaiting Payment
- Pending Evaluation
- Pending Additional Evaluation
- Returned for Additional Information

- **Granted**

My Recommends					
Documents					
		Export	Query	1 - 10 of 14+ < >	
Created By	Last Updated Date▼	Document Title	First Name	Last Name	Status
> CERTONLINE	8/20/2018 08:05:53 AM	Single Subject Teaching Credential	TRAINING	THREE1	Recommended
CERTONLINE	8/17/2018 08:40:59 AM	Educator Authorization	TRAINING	THREE1	Ready for Submission
CERTONLINE	8/17/2018 08:39:06 AM	Clinical or Rehabilitative Services Credential	TRAINING	THREE1	Ready for Submission
CERTONLINE	8/17/2018 07:49:09 AM	Clinical or Rehabilitative Services Credential	TRAINING	THREE1	In Progress
CERTONLINE	8/10/2018 08:55:48 AM	Education Specialist Instruction Credential	TRAINING	THREE1	Application to be deleted and purge
CERTONLINE	7/27/2018 11:00:28 AM	30-Day Substitute Teaching Permit	TRAINING	THREE1	Application to be deleted and purge
CERTONLINE	7/27/2018 10:54:22 AM	Multiple Subject Teaching Credential	TRAINING	THREE1	Application to be deleted and purge
CERTONLINE	7/27/2018 10:44:57 AM	Education Specialist Instruction Credential	TRAINING	THREE1	Application to be deleted and purge
CERTONLINE	7/26/2018 08:55:24 AM	Single Subject Teaching Credential	TRAINING	THREE1	Recommended
CERTONLINE	7/26/2018 08:51:03 AM	Multiple Subject Teaching Credential	TRAINING	THREE1	Recommended

From this view:

- Query and export data for [reports](#).
  - Go to the [User Guide – How to Export Recommendations](#) on the CIG under CTC Online – Processing Recommendations for additional information.
- Search for an educator using the [Educator Profile Portal](#) or [Search](#) tab.
- Go to [My Filtered Recommends](#).
- Go to [Organization's Recommends](#) (Authorized Designee only).
- Start the recommendation submission process for an educator.
  - Go to the [Start an Online Recommendation](#) section for information on how to submit an online recommendation.

## **Agency User – Organization Recommends (Authorized Designee)**

The *My Organization Recommends* view will display after the Authorized Designee has logged in, clicked on the *Application* tab and then clicked *Go to Organization's Recommends*.

The *Organization Recommends* view displays of documents submitted by all Authorized Submitters of an organization. This view is available only to an Authorized Designee. This view will also display *Go to Organization's Recommends* is selected from the [My Filtered Recommends](#) or the [My Recommends](#) views.



Documents cannot be accessed through this view.

Documents				
		Export	Query	1 - 10 of 10+ < >
Created By	Last Updated Date	Document Title	First Name	Last Name
> Auth Submitter 3	9/24/2018 01:22:21 PM	Single Subject Teaching Credential	FIRST	LAST
Auth Submitter 1	8/23/2018 07:15:13 PM	Multiple Subject Teaching Credential	TRAINING	THREE1



## Agency User – Educator Profile versus User ID and Password

### **Educator Profile versus the Educator’s User ID and Password**

These items have different purposes and both are required to complete the online recommendation process.

- **Educator Profile**

An individual who has previously submitted an application to or was issued a document by the Commission has an existing educator profile. For individuals who do not have an existing Educator Profile, it is created by entering the educator’s Social Security Number and Date of Birth combination twice.

- **Educator User ID and Password**

An educator must enter a valid User ID and Password to access their online Educator Profile. Educators who do not have a valid User ID and Password must use the *Create Educator Account* link to create them before he/she can log into the CTC Online system.



Educators with an existing Educator Profile with the Commission must create a valid User ID and Password if they have not logged in since February 2017.

## Agency User – Start an Online Recommendation

Review the [CTC Online Frequently Asked Questions \(FAQ\)](#) for additional information on the online recommendation process.

When an Authorized Submitter has logged into the CTC Online system and clicked on the *Application* tab, the *My Filtered Recommends* view displays. This view, as well as the [Go to My Recommends](#) and [Go to Organization’s Recommends](#) view, can be used to start the recommendation process.

### **My Filtered Recommends view**



Enter the Educator’s **Social Security Number (SSN)** and **Date of Birth (DOB)**.



Click **Recommend**.

- If successful, the [Educator Information](#) view will display.
- If unsuccessful, the [SSN and DOB error message](#) will display.
  - If appropriate, create the new educator profile.

Application

My Filtered Recommendations:

**Enter the Educator's Information**

\* = Required Field

Social Security Number (#####) \*:

Date of Birth (MM/DD/YYYY) \*:

**Recommend**

What would you like to do ?

- [Go to My Recommendations](#)
- [Go to Organization's Recommendations](#)

Documents	
Select	Created
> No	11/2
No	11/8
No	11/8
No	10/2
No	10/2

## Educator profile exists

When the **SSN** and **DOB** combination matches our records, the *Educator Information* view displays with pre-populated information.

- The **Create Person** button is not available on this view.
- The information displayed is provided in a read-only view and is for verification purposes only.



Click **Next** to continue to the [Educator Detail](#) view.

Educator Information:

**Create Person**

**Note:** If you have any questions, please view the [CTC Online - Written Instructions for Application and Payment](#) page.

First Name\*: TRAINING

Middle Name: APPLICATION

Last Name\*: THREE1

E-mail: xxx@xxx.com

Work Phone: (999) 999-9991

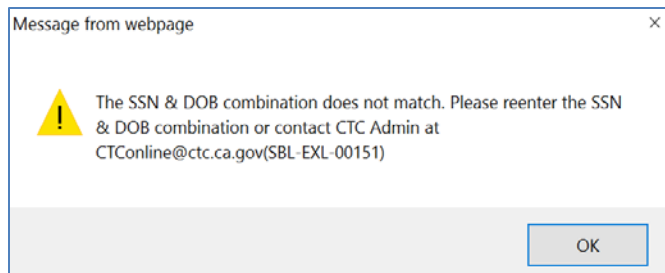
Home Phone: (999) 999-9991

Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Fingerprint Status: Complete: No Action Required

**Back** **Next**

When the **SSN** and **DOB** combination entered is not an exact match to an existing educator profile the message below will display.



- ⚠ Do not create a **new** educator profile when it is **known** that the educator has an existing educator profile. Refer to the [Troubleshooting SSN and DOB Issues](#) section for additional information.

### Creating a new educator profile

When the **SSN** and **DOB** combination is not an exact match to our records, you will re-enter the **SSN** and **DOB** to create the Educator's profile.

The re-entered **SSN** and **DOB** information will be used to instantly create the Educator profile.

The full text of the error message reads:

The **Social Security Number** and **Date of Birth** does not exist in the Database.  
Re-enter the **Social Security Number** and **Date of Birth**.

- Enter the educator's **Social Security Number**
- Enter the educator's **Date of Birth**
- Click **Recommend**

The *Educator Information* view will be blank and the **Create Person** button will be available.

- Click **Create Person** to open the fields.

**Create Person** \* = Required Field

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

First Name:  Fingerprint Status:

Middle Name:

Last Name:

E-mail\*:

Work Phone:

Home Phone:

Last Known County of Employment:

Enter Educator's information. The minimum required fields on this view are:

- First Name
- Middle Name (if given)
- Last Name
- E-mail address



### Educator's Personal Information

The name entered on the Educator Profile must be the Educator's full legal name. ([Title 5 California Code of Regulations §80002](#)).

The educator's name entered on this view will display on the *Searches*, *Documents*, *Educator* and *Agency User* views.



### E-mail address

The Authorized Submitter must verify the educator's email address is correctly entered. Emails are generated from the CTC Online system and are sent to the email address listed in the Educator's Profile.



Click **Save**.



The **Back** button will **save** the information and return to the *My Filtered Recommends* view.

Educator Information:

**Save** **Cancel** \* = Required Field

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

First Name\*: FIRST

Middle Name: MIDDLE

Last Name\*: LAST

E-mail\*: xxx@xxx.com

Work Phone: (999) 999-9991

Home Phone: (999) 999-9991

Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

**Back** **Next**

✕ Carefully review the spelling of the Educator's name and their email address.

✕ Click **Next**.

Educator Information:

**Create Person** \* = Required Field

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

First Name: FIRST

Middle Name: MIDDLE

Last Name: LAST

E-mail\*: xxx@xxx.com

Work Phone: (999) 999-9991

Home Phone: (999) 999-9991

Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Fingerprint Status: Incomplete: Action Required

**Back** **Next**

## Troubleshooting SSN, DOB & Name Issues

⚠ In **all** cases where an Educator Profile was created with an incorrect SSN, DOB, or Name, the Educator is required to complete Form [41-NC Request to Change Name or Personal Profile](#) and mail it to the Commission. There is no fee for submitting this document. The educator profile(s) must be merged and/or name corrected before a new application and/or fingerprint clearance can be processed.

### An Educator Profile was created entering an **incorrect Social Security Number and/or Date of Birth**

⚠ The Educator shall not complete a recommendation using an incorrect SSN and/or DOB. ([Title 5 California Code of Regulations §80002](#)).



When it is determined the educator's SSN and/or DOB was incorrectly entered when the Educator Profile was created, the Authorized Submitter **must not** create a second Educator Profile.

The Educator Profile information must be corrected by Commission staff before a new recommendation can be submitted to the Educator. Notify the Educator that he/she **must** complete Form [41-NC Request to Change Name or Personal Profile](#) and mail it to the Commission to correct his/her Educator Profile. There is no fee for submitting this document.



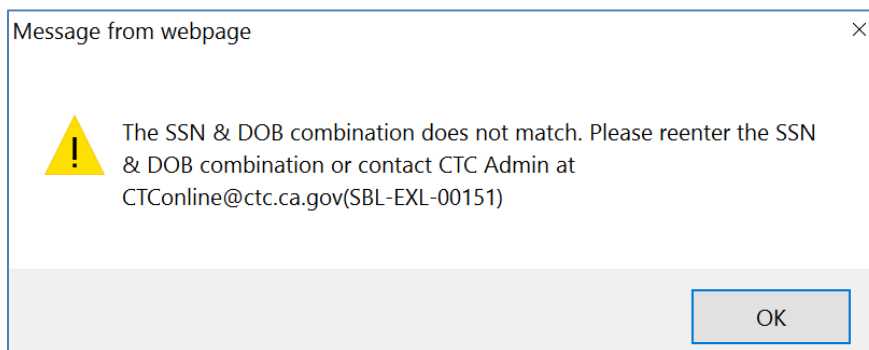
The Authorized Submitter can select and delete the document from the [My Filtered Recommends](#) view. This will also remove the document from the *Authorized Submitter/Organization* views.



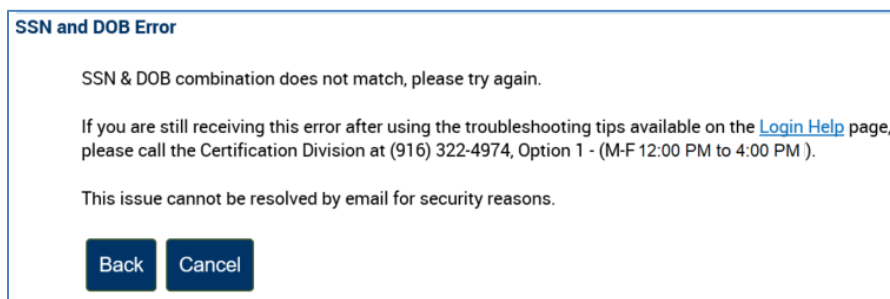
After the Educator Profile has been corrected, the Authorized Submitter submits a new recommendation entering the educator's correct SSN and DOB.

## Error Messages

- Authorized Submitters will receive this message when the information entered is not an exact match to an educator's *existing* profile.



- Educators will receive the message below when using the *Create Educator Account* link and the information entered is not an exact match to their *existing* profile.



## Agency User – Educator Detail

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The *Educator Detail* view displays after the **Next** button is selected from the *Educator Information* view after entering an educator's **Social Security Number** and **Date of Birth**. The *Educator Detail* view displays personal information as well as credential information in a read-only format and is for verification purposes only. Use the [arrows](#) to sort and view the available information.



A “Y” in the *Fingerprint Process Complete* indicator does not authorize the educator to be placed in the classroom. Its purpose is to indicate whether the fingerprint information from the FBI and DOJ has been received by the Commission.



The *Fingerprint Process Complete* indicator does not prevent an educator from completing and submitting an application and payment through the recommend, renewal or web application processes.

**Educator Detail**

Recommendations  
[Approved Institutions](#)  
[Authorized Agencies](#)

Last Name: THREE1 Home Phone: (999) 999-9991 Last Known County of Employment: ALAMEDA COUNTY OFFICE  
 First Name: TRAINING Work Phone: (999) 999-9991 Adverse Action Indicator:  
 Middle Name: APPLICATION Fee Credit Available: N  
 E-mail: XXX@XXX.COM Fee Credit Amount: \$0.00

**Fingerprint Process Complete: Y**

**Documents** 1 - 4 of 10+

Document Number	Document Title	Term	Category	Application Status	Issue Date	Expiration Date
170057874	Crosscultural, Language and Academic Development Permit	Emergency	New Credential Type	Granted	1/1/2017	2/1/2018
> 150208778	Career Technical Education Teaching Credential	Clear	New Credential Type	Returned for Additional Information	12/13/2018	1/1/2024
	30-Day Substitute Teaching Permit	Emergency	First Time	In Progress	8/1/2018	9/1/2019
	30-Day Substitute Teaching Permit	Emergency	First Time	In Progress	8/1/2018	11/1/2019

**Authorization / Subjects** 1 - 3 of 3

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Add
> R4T		NONE		MAJ	

**Renewal Requirements** 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
> R20	To renew this credential, the holder needs to submit only an application and fee to the Commission no earlier than 12 months before the expiration date. The renewal period is five years.	

**Employment Restrictions** No Records

Organization Type	Organization	County
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## Approved Institution and Authorized Agencies links

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Depending on the responsibilities of the Authorized Submitter, one or more links will display on the *Educator Detail* view under the **Recommendations** section.

- The [Approved Institutions](#) link is available to:
  - Institutions of Higher Education
  - Authorized Agencies with Commission-approved programs
- The [Authorized Agencies](#) link is only available to employing agencies.

The type of document determines which link is selected. The two links are described below.

- The [Approved Institutions](#) link is for documents which are earned as the result of the educator completing an Organization's Commission-approved preparation or subject matter program.
- The [Authorized Agencies](#) link is for document(s) which do not require completion of a Commission-approved program. These documents are only submitted by employing agencies.

The screenshot shows the 'Educator Detail' page in the 'Application' tab. A red box highlights the 'Recommendations' section, which contains two links: 'Approved Institutions' and 'Authorized Agencies'. The form fields are as follows:

Last Name:	THREE1	Home Phone:	
First Name:	TRAINING	Work Phone:	
Middle Name:	APPLICATION	Fee Credit Available:	N
E-mail:	xxx@xxx.com	Fee Credit Amount:	\$0.00

## Approved Institutions

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The steps to start an online Recommendation for a document earned through the completion of a Commission-approved preparation or subject matter program are:

- Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab
- Enter the educator's **Social Security Number** (SSN) and **Date of Birth** (DOB)
- Click **Recommend**
- If appropriate, re-enter the Educator's **SSN** and **DOB** to create the online profile
  - Click **Recommend**
- Enter or verify the information on the *Educator Information* view



- If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more information.
- Click **Next**
- Click **Approved Institutions**

The screenshot shows the 'Educator Profile Portal' interface. At the top, there are navigation tabs: 'Login', 'Search', 'Application', and 'Educator Profile Portal'. Below the tabs, the 'Educator Detail' section is visible. On the left, under 'Recommendations', there are two links: 'Approved Institutions' (highlighted with a red box) and 'Authorized Agencies'. On the right, there is a form with the following fields: 'Last Name: THREE1', 'First Name: TRAINING', 'Middle Name: APPLICATION', and 'E-mail: xxx@xxx.com'.

## Approved Institutions view

This is the starting point for creating, editing, deleting and submitting a document recommendation that is part of a commission-approved program.

- ✕ Review the educator's documents displayed on this view to determine the credential type, base document, expiration dates, or other information which is applicable for the new document.
- ⚠ The information displayed on this view is provided in a read-only view and is for verification purposes only.
- ⚠ Only documents with a **Document Number** and an Application Status of **Valid** have been issued to the educator.
- ✕ Click on a **Document Number** to highlight the row and view the document's details.

When you are ready to start the recommendation process, click on the appropriate recommendation option. The following four recommendation options may be available on this view:

[Create New Document](#)

[Upgrade a Document](#)

[Add an Authorization](#)

[Go to Edit Document](#)

**Approved Institutions**

Last Name: THREE1 Home Phone: Adverse Action Indicator: SACRAMENTO COUNTY OFF  
 First Name: TRAINING Work Phone: Fingerprint Process Complete: Y  
 Middle Name: APPLICATION Fee Credit Available: N  
 E-mail: xxx@xxx.com Fee Credit Amount: \$0.00

**Documents** 1 - 4 of 10+ [Go to Edit Document](#)

[Create New Document](#) [Add an Authorization](#) [Upgrade a Document](#)

Document Number	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
190033101	Certificate of Clearance		Valid	First Time	2/14/2019	3/1/2024	Granted
120552929	Single Subject Teaching Credential	Preliminary	Valid	New Credential Type	6/21/2016	7/1/2021	Granted
120555812	Certificate of Clearance		Valid	New Credential Type	1/1/2012	2/1/2017	Fee earned; not refundable (5 CCR section 80487)
170193075	Education Specialist Instruction Credential	Clear	Valid	Renewal	5/5/2017	6/1/2022	Fee earned; not refundable (5 CCR section 80487)

**Authorization / Subjects** 1 - 3 of 3

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
R15	Single Subject	SBS	Science: Biological Sciences	MAJ	
SMAA	Specific Subject Matter Auth	ECSS	Economics (social science)	MIN	
ELA1	English Learner or CLAD Certificate	NONE		MAJ	

**Renewal Requirements** 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved induction program including Verification of Completion by the program sponsor.	

**Employment Restrictions** No Records

Organization Type Organization County

## **Approved Institutions - Resources**

Credentials available under the *Approved Institutions* link require an educator to complete a Commission-approved preparation program. With the implementation of the CTC Online system, an authorized submitter's list of approved programs and subject areas is filtered based on the Commission's list of [approved programs](#) for the organization.

The [CTC Online – Processing Recommendations](#) section of the Credential Information Guide provides additional information and guidance to employers in electronically submitting applications for credential recommendations.

**From this view:**

- The [Create New Document](#) button is for creating first time or new type documents based on completion of a Commission-approved preparation program. This button is always active.
- The [Add an Authorization](#) button is for adding other authorization(s) to an existing document based on completion of a Commission-approved authorization program. This button is active when a document with a status of "**Valid**" is selected.
- The [Upgrade a Document](#) button is for upgrading a **Preliminary** or **Level I** document to a **Clear** or **Level II** document based on completion of a Commission-approved preparation program. Upgraded documents are considered a Renewal (RN) or Reissuance (RI) of the existing document. This button is active when a document with a status of "**Valid**" is selected.

- The [Go to Edit Document](#) button is for editing details of a document created by the Authorized Submitter and is active when a document does not have the status of “**Application to be deleted and purged**” or the application and payment has not yet been submitted by the educator to the Commission.

## **Approved Institutions – Create New Document**

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Credential categories of First Time (FT) and New Type (NT), as well as specific Methodology areas, and Educator Authorizations (C8), based on Commission-approved preparation programs are available under this option. Additional authorizations which are not constrained to an organization’s approved preparation or subject matter programs, such as Supplementary or Subject Matter Authorizations, may only be added to the initial FT or NT document during this process.

This section describes the process for creating a recommendation for the following credential:

- **Preliminary Single Subject Teaching Credential** with three authorizations: Art, Biological Sciences (Supplemental) and Bilingual Authorization in Spanish

### **Approved Institutions view**

The *Approved Institutions* view is the starting point for creating, editing, deleting and submitting a document recommendation for an educator.

### **Review the educator’s information**

Review the educator’s information to verify the recommendation is appropriate and the new document’s category.

### **Create the first section of the document**

From the *Approved Institutions* view, the **Create New Document** button will open the *Document Detail – Authorization/Subjects* view.

A document is created when the Authorized Submitter completes the required sections for the specific document. All new documents are created using the **Create New Document** button.



Click **Create New Document**.

Approved Institutions:

Last Name:	THREE1	Home
First Name:	TRAINING	Work
Middle Name:	APPLICATION	Fee Credit A
E-mail:	xxx@xxx.com	Fee Credit

Documents 21 - 24 of 44 [Go to Edit Document](#)

**Create New Document** [Add an Authorization](#) [Upgrade a Document](#)

Document Number	Title
-----------------	-------

### **Document Detail – Authorization/Subjects view**

Required fields are marked with an asterisk \* symbol.

### **Create the Document**

✕ Click the **New** button to open the fields.

Document Detail – Authorization / Subjects:

**New**

Required Field

Candidate Completion Date *	<input type="text"/>	Subject Matter:	<input type="text"/>
Issue Date *	<input type="text"/>	Qualification Route:	<input type="text"/>
Program Name:	<input type="text"/>	County of Employment:	<input type="text"/>
Program Type:	<input type="text"/>		
Document Title *	<input type="text"/>		
Document Term:	<input type="text"/>		
Document Category:	<input type="text"/>		
Methodology:	<input type="text"/>		

✕ Enter the information moving from the left top to bottom, then the right top to bottom.

Document Detail – Authorization / Subjects:

**Save** **Cancel** \* = Required Field

Candidate Completion Date *	<input type="text"/>	Subject Matter:	<input type="text"/>
Issue Date *	<input type="text"/>	Qualification Route:	<input type="text"/>
Program Name:	<input type="text"/>	County of Employment:	<input type="text"/>
Program Type:	<input type="text"/>		
Document Title *	<input type="text"/>		
Document Term:	<input type="text"/>		
Document Category:	<input type="text"/>		
Methodology:	<input type="text"/>		

1 2

### **Candidate Completion Date field**

This is the date the educator completed the final requirement that qualifies him/her for the document as determined by the program.

For either District or University Interns, the Candidate Completion Date is the date all of the intern pre-service requirements applicable for the educator and the organization offering the Commission-approved program have been met by the candidate.

The Candidate Completion Date will then filter out programs on the Credential Title list based on the Program Standard Approved Date and the Final Completion Date. The Candidate Completion Date will also check whether the candidate completed the authorization program within the organization's approval time frame.


### **Determine the Issue Date**

This issue date is based upon the following:

- The date the educator completed the final requirement that qualifies him/her for the document as determined by the program
- the Beginning Date of Service for Intern programs

The Commission will honor the issuance date entered by the Authorized Submitter when it is after the date the educator has completed all requirements for the document. The date must be no more than 90 days prior to the day it is paid for and received by the Commission.

### **Date fields**


 Enter the date the educator completed the program in the **Candidate Completion Date** field.

 Enter the document's effective date in the **Issue Date** field.

There are two options available for entering a date in the **Date** fields.

 Enter the date with the (MM/DD/YYYY) format to populate the field.

**OR**

 Click the **Date** field calendar icon, select the month and year then click on a date.  
➤ Click **DONE** to populate the field.

### **Document (Credential) Title field**

Select the **Document Title, Term, and if appropriate the Methodology**, for the document. If the document title is not listed, please go to the [Agency User – Authorized](#)

[Designees and Submitters](#) section for information on how to contact the Commission.

There are two options available for populating the **Document Title** field.



Enter the Document Title in the **Document Title** field.

- Enter part of the Document Title in the **Document Title** field to view a pop-up window displaying all matching documents. e.g. Single Subject, Multiple Subject, Education Specialist, etc.



**Data in this field is case sensitive.**

**OR**



Click the **Document Title** field pick applet to view a pop-up window displaying all documents available to the Authorized Submitter.

- Change the search field from **Title** to **Document Description**.
- Enter the Document Description, e.g. Single Subject, Multiple Subject, Education Specialist, etc.
- Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row to select the correct **Program Name, Term, Term Description, Category, and Program Methodology**.
- Click **OK** to populate the fields.

Title	Term	Program Name	Category	Document Description	Term Description	Program Methodology	Program Type	Category Description	OrganizationName
TC1	IN	SINGLE SUBJECT TEACHING CREDENTIAL	FT	Single Subject Teaching Credential	Internship	Art	2042 PRELIMINARY	First Time	CTCUNI
TC1	IN	SINGLE SUBJECT TEACHING CREDENTIAL	NT	Single Subject Teaching Credential	Internship	Art	2042 PRELIMINARY	New Credential Type	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	NT	Single Subject Teaching Credential	Preliminary	Art	2042 PRELIMINARY	New Credential Type	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	NT	Single Subject Teaching Credential	Preliminary	Languages Other than English	2042 PRELIMINARY	New Credential Type	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	FT	Single Subject Teaching Credential	Preliminary	Languages Other than English	2042 PRELIMINARY	First Time	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	FT	Single Subject Teaching Credential	Preliminary	Art	2042 PRELIMINARY	First Time	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	NT	Single Subject Teaching Credential	Preliminary	World Languages: ELD	2042 PRELIMINARY	New Credential Type	CTCUNI
TC1	PS	SINGLE SUBJECT TEACHING CREDENTIAL	FT	Single Subject Teaching Credential	Preliminary	World Languages: ELD	2042 PRELIMINARY	First Time	CTCUNI
TC1	IN	SINGLE SUBJECT TEACHING CREDENTIAL	FT	Single Subject Teaching Credential	Intern	World Languages: ELD	2042 PRELIMINARY	First Time	CTCUNI
TC1	IN	SINGLE SUBJECT TEACHING CREDENTIAL	NT	Single Subject Teaching Credential	Intern	World Languages: ELD	2042 PRELIMINARY	New Credential Type	CTCUNI



In the event the wrong document is selected, repeat the previous steps to enter the correct Document information.

Save Cancel \* = Required Field

Candidate Completion Date\* 8/1/2018

Issue Date\* 8/1/2018

Program Name: SINGLE SUBJECT TEACHING CREDENTIAL

Program Type: 2042 PRELIMINARY

Document Title\* Single Subject Teaching Credential

Document Term: Preliminary

Document Category: First Time

Methodology: Art

### Troubleshooting a blank pop-up window.

When a blank pop-up window appears, please check the following:

- The information entered is not an exact match to the available information.



**The information in the field is case sensitive.**

- Check with your Organization's Authorized Designee to confirm you have been authorized to submit the recommendation. If you have been authorized, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) describing the problem and identify which Programs and/or Authorization Codes are needed as your User ID may not be properly linked.

Query

Title [ ] Find No Records

Title	Program Name	Term	Category	Document Description	OrganizationName
< >					

OK Cancel

### **Subject Matter Qualification Route** field

Identifies the route used to meet subject matter was earned for a document. Select the appropriate route from the following options: *Examination*, *SM at different IHE*, or *SM at the recommending IHE*.



Select the **Subject Matter Qualification Route**.

- Click the **Subject Matter Qualification** field arrow to view the drop down menu displaying a list of qualification routes.
- Select the appropriate route to populate the field.

### **County of Employment** field

There are two options available for populating the **County of Employment** field.

- ✕ Enter the educator's County of Employment (COE) in the **County of Employment** field.
- If there is an exact match to the entered information, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

**OR**

- ✕ Click the **County of Employment** field pick applet to view a pop-up window displaying all COE information.
- Change the search field from **Affiliation Site** to **Affiliation Name** as needed to query by name.
  - Enter the educator's County Office of Employment.
  - Click the [Go](#) button and/or [arrows](#) on the pop-up window to view the available information.
  - Click on the row with the correct COE information.
  - Click **OK** to populate the field.

Choose County

Query

Affiliation Name | los | Go

Affiliation Site	Affiliation Code	Affiliation Name	Relationship Type	Survivor Name
COE19	19	LOS ANGELES COUNTY OFFICE OF EDUCATION	COE	LOS ANGELES COUNTY OFFICE OF EDUCATION
COE59	59	LOS ANGELES UNIFIED SCHOOL DISTRICT	COE	LOS ANGELES UNIFIED SCHOOL DISTRICT

< >

OK Cancel

All of the fields for the **Document Detail - Authorization/Subjects** view are populated.

- ✕ Review the information for accuracy.
- When information in a field is incorrect, select an editable field, delete the information and repeat the previous steps for entering the correct information in that field.
- ✕ Click **Save** to complete this section.



In the example below, the **Save** button was selected.

**The first section of the document has been successfully created and saved.**

The **Document Detail – Authorization/Subjects** section displays a Preliminary Single Subject Teaching Credential in Art.

✕ When information in a field is incorrect, click the **Edit** button to open the editable fields.

### **Create the second section of the document**

The second section of the document is active after the information for first section has been saved. The **Authorization/Subjects** button is selected by default.

Some of the **Authorization/Subjects** and **Renewal Requirements** fields have been pre-populated based on the document selected in the first section.

For the example below, the first subject entered for general education credentials and the program's methodology **must** match the Qualification Route listed in the first section. Click the [Subject Matter Program](#) button to enter Art as the document's first subject.

Document Detail – Authorization / Subjects: 1 of 1

**New** **Edit** \* = Required Field

Candidate Completion Date\*: 8/1/2018

Issue Date\*: 8/1/2018

Program Name: SINGLE SUBJECT TEACHING CREDENTIAL

Program Type: 2042 PRELIMINARY

Document Title\*: Single Subject Teaching Credential

Document Term: Preliminary

Document Category: New Credential Type

Methodology: Art

Subject Matter: SM at the recommending IHE

Qualification Route: LOS ANGELES COUNTY OFFICE OF EDUCATION

County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION

---

Authorization / Subjects **New** **Delete** 1 - 1 of 1

**Subject Matter Program** **Exams** For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. **Supplementary Authorization**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> ELAS		NONE		MAJ	

---

Renewal Requirements **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved induction program including the program sponsor.

---

Employment Restrictions **New** **Delete** No Records

Organization Type	Organization	County
-------------------	--------------	--------

**Back** **Cancel** **Next**

## Authorizations/Subjects

There are four categories of authorizations which may be added to a document.

The Authorization/Subjects listed on a teaching or services document must include at least one major subject or authorized area, and may include an emphasis, minors, or supplementary/subject matter authorizations. Teaching credentials must also include an English Learner authorization. It is important to understand the differences and select the appropriate authorization for the credential type.

Go to the [CTC Online Recommendations – Credential Types and Codes](#) chart on the CIG for additional information.

Enter the major authorizations/subjects in the following order (as applicable to the educator and program):

- ✕ Select the appropriate button ([Exams](#) or [Subject Matter Program](#)) to enter the *first* authorization.

For general education credentials, the first subject entered for the credential and the program's methodology **must** match the Qualification Route listed in the *top* section.

Additional authorizations are entered as follows:

- Click the [Exams](#) button to enter additional major authorizations earned by

passage of an Exam.

- Click the [Subject Matter Program](#) button to enter additional major authorizations earned resulting from the completion of a Commission-approved subject matter program.
- Click the [Authorization](#) button to enter any other authorization/subjects earned from the completion of a Commission-approved program. This is the only time additional authorizations (major or minors) earned *outside* of the approved institution/organization's programs can be added to a document.

In addition, the **Authorization** button is used to delete the pre-populated English Learner Authorization (ELA) and enter the Bilingual Authorization (BA) earned resulting from the completion of a Commission-approved authorization program.

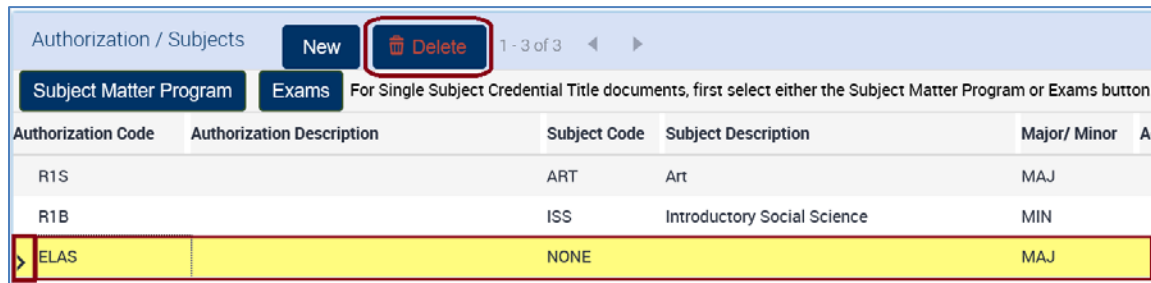
- Select the **Authorization** button and then the [Supplementary Authorization](#) button to enter the **minor** subject matter/supplementary authorizations earned resulting from the completion of specific *coursework or semester units* in the following order:
  - Enter Subject Matter authorizations
  - Enter Supplementary authorizations

### How to Delete information

The **Delete** button is active when a row of information that you have entered has been selected.

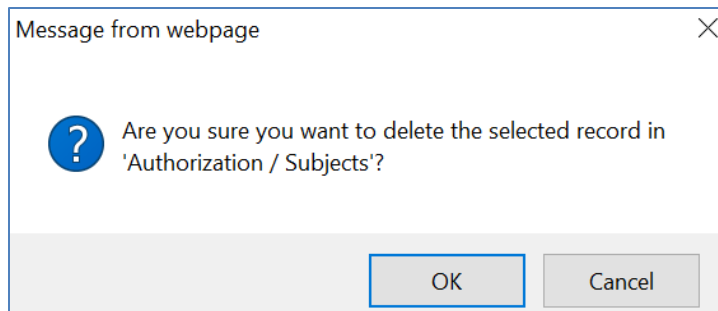
- Click on a row to select the information to delete.

- Click **Delete**.



Authorization / Subjects					
New		Delete		1 - 3 of 3	
Subject Matter Program		Exams		For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button.	
Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Ac
R1S		ART	Art	MAJ	
R1B		ISS	Introductory Social Science	MIN	
ELAS		NONE		MAJ	

- Click **OK** on the pop-up window to delete the selected record.



## Exams

This is the first authorization entered when the *Subject Matter Qualification Route* entered in the *top* section is “Examination”.

Additional authorizations earned by passage of an Examination are entered using the **Exams** button.



Do not use the **Examination** and the **Subject Matter Program** process for the same subject area.

The example below shows the first section of the document with the Subject Matter Qualification Route as “Examination”.



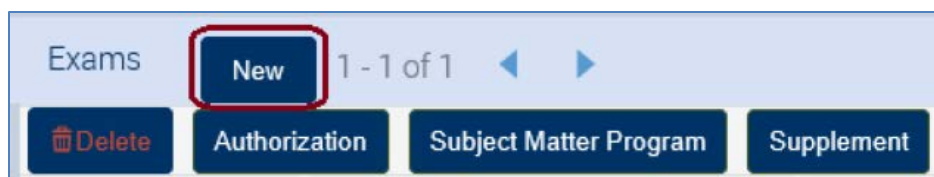
Click the **Exams** button.

## Exams view

The section title changes to ‘**Exams**’ and a new set of buttons display.



Click the **New** button to open the fields.



### **Authorization Code** field

There are two options available for populating the **Authorization Code** field.

- ✎ Enter the *Authorization Code* in the **Authorization Code** field.
  - If there is an exact match to the entered information, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

**OR**

- ✎ Click the **Authorization Code** field pick applet to view a [pop-up window](#) displaying all Authorization Codes.
  - Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
  - Click on the row with the correct *Authorization Code and Subject Description*.
  - Click **OK** on the pop-up window to populate the field.

### **Added Authorization Date** field




The **Added Authorization Date** field is left blank unless you are adding an authorization to an existing document.


All of the fields for the **Exams** view are populated.

- ✎ Review the information for accuracy.
  - When information in a field is incorrect, click on the **Authorization Code** field and either delete the information or click the pick applet, and repeat the previous steps for entering the correct information.
- ✎ Click **Save** to complete this section.
- ✎ Repeat the previous steps for subsequent authorizations as needed.

**Exams**


**Save** **Cancel**


Authorization Code: R1S 

Subject Code: ARTX 

Authorization Description: Single Subject



Subject Description: Art (Examination)


Added Authorization Date: 

Major/ Minor: MAJ 

**The second section of the document has been successfully created and saved.**

The **Exams** section displays the Art by Exam (R1S) and the pre-populated the English Learner Authorization for Single Subjects (ELAS).

Exams **New** 1 - 2 of 2  

 **Delete** **Authorization** **Subject Matter Program** **Supplement**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
ELAS		NONE		MAJ	
R1S	Single Subject	ARTX	Art (Examination)	MAJ	

## Subject Matter Program

This is the first authorization to enter when the *Subject Matter Qualification Route* entered is 'SM at the recommending IHE' or 'SM by another IHE' in the *top* section.


Additional authorizations earned through a Commission-approved Subject Matter Program are entered using the **Subject Matter Program** button.




Do not use the **Subject Matter Program** and the **Examination** process for the same subject area.

The example below shows the first section of the document with the Subject Matter Qualification Route as either "SM at the recommending IHE" or "SM by another IHE".

**New** **Edit** \* = Required Field

Candidate Completion Date\*: 8/1/2018 

Issue Date\*: 8/1/2018 

Program Name: SINGLE SUBJECT TEACHING CREDENTIAL


Program Type: 2042 PRELIMINARY

Document Title\*: Single Subject Teaching Credential

Document Term: Preliminary

Document Category: New Credential Type

Methodology: Art

Subject Matter Qualification Route: SM at the recommending IHE 

County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION

**OR**

My Filtered Recommendations: THREE | Document Detail - Authorization / Subjects

**New** **Edit** \* = Required Field

Candidate Completion Date\*: 8/1/2016

Issue Date\*: 8/1/2016

Program Name: SINGLE SUBJECT TEACHING CREDENTIAL

Program Type: 2042 PRELIMINARY

Document Title\*: Single Subject Teaching Credential

Document Term: Preliminary

Document Category: New Credential Type

Methodology: Art

Subject Matter Qualification Route: SM at a different IHE

County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION

✕ Click the **Subject Matter** button.

Exams **New** 1 - 2 of 2

**Delete** **Authorization** **Subject Matter Program** **Supplement**

### Subject Matter view

The section title changes to '**Subject Matter**' and a new set of buttons display.

✕ Click the **New** button to open the fields.

Subject Matter **New** 1 - 2 of 2

**Delete** **Authorization** **Exams** **Supplementary Authorization**

### Organization field

The Organization to which the authorized submitter is linked will automatically populate in the *Organization* field.

When the *Subject Matter Qualification Route* entered in the top section is '*SM at a different IHE*', the *Organization* field must be changed to list the Organization where the Educator completed the Subject Matter Program that qualified him/her for the document.



For **Special Education Instruction Credentials**, the Subject Matter Program information is not entered even when the Subject Matter Qualification Route selected is "SM by IHE" or "SM by another IHE".

There are two options available for changing the **Organization** field.

- ✕ Enter the correct Organization in the **Organization** field.
- If there is an exact match to the information entered, the field will populate.
  - If there is more than one match or there is not an exact match, a pop-up

[window](#) will display.

**OR**



Click the **Organization** field pick applet to view a [pop-up window](#) displaying all Organizations.

- Click in the first data field and select a different column name, e.g. **Affiliation Name**.
- Enter the Organization Name, e.g. **California State University** in the second data field.
- Click the **Go** button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row with the correct Organization information.
- Click **OK** on the pop-up window to populate the field.

**Authorization Code field**



For general education credentials, the first subject entered for the credential and the program's methodology **must** match.

There are two options available for populating the **Authorization Code** field.



Enter the Authorization Code in the **Authorization Code** field.

- If there is an exact match to the information entered, the field will populate.
- If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

**OR**



Click the **Authorization Code** field pick applet to view a [pop-up window](#) displaying all Authorization Codes.

- Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row with the correct Authorization Code and Subject Code.
- Click **OK** on the pop-up window to populate the field.

**Added Authorization Date field**



The **Added Authorization Date** field is left blank unless you are adding an authorization to an existing document.



All of the fields for the **Subject Matter Program** view are populated.

- ✕ Review the information for accuracy.
  - When information in a field is incorrect, click on an editable field and either delete the information or click the pick applet, and repeat the previous steps for entering the correct information.
- ✕ Click the **Save** button to complete this section.
- ✕ Repeat the previous steps for subsequent authorizations as needed.

The screenshot shows the 'Subject Matter' form. The 'Save' button is highlighted with a red box. The 'Organization' field is 'CTCUNI'. The 'Authorization Code' field is 'R1S'. The 'Authorization Description' field is 'Single Subject'. The 'Subject Code' field is 'ART'. The 'Subject Description' field is 'Art'. The 'Major/ Minor' field is 'MAJ'. The 'Added Authorization Date' field is empty and has a red 'X' over it.

**The second section of the document has been successfully created and saved.**

The **Subject Matter** section displays the Art (R1S) and pre-populates the English Learner Authorization for Single Subjects (ELAS).

The screenshot shows a table with the following data:

Organization	Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
CTCUNI	ELAS		NONE		MAJ	
CTCUNI	R1S	Single Subject	ARTX	Art (Examination)	MAJ	

### **Supplementary Authorization, including Subject Matter Authorizations**

Authorizations earned by the completion of specific coursework and semester units or degree major are listed as a minor subject on the document, and are entered using the **Supplementary Authorization** button.

Refer to the information below for additional guidance.

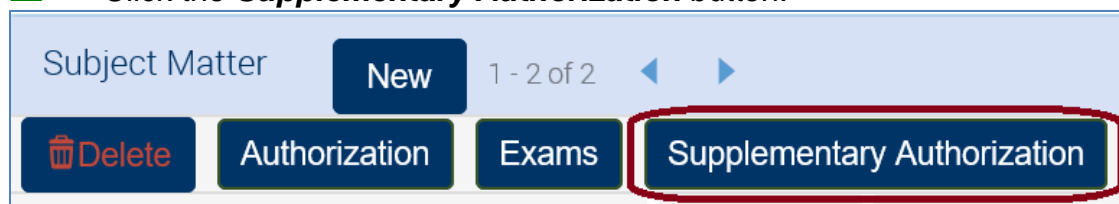
#### **TC1 - Single Subject**

Authorization Code	Type	Leaflet
R1A	Specific Supplemental Authorization	<a href="#">CL-603</a>
R1B	Introductory Supplemental Authorization	<a href="#">CL-603</a>
SMAA	Specific Subject Matter Authorization	<a href="#">CL-852</a>
SMAB	Introductory Subject Matter Authorization	<a href="#">CL-852</a>

## TC2 - Multiple Subject

Authorization Code	Type	Leaflet
R2B	Introductory Supplemental Authorization	<a href="#">CL-629</a>
SMAA	Specific Subject Matter Authorization	<a href="#">CL-852</a>
SMAB	Introductory Subject Matter Authorization	<a href="#">CL-852</a>

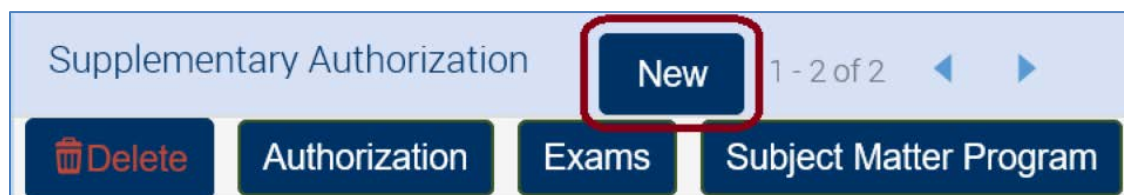
✕ Click the **Supplementary Authorization** button.



### Supplementary Authorization view

The section title changes to '**Supplementary Authorization**' and a new set of buttons display.

✕ Click the **New** button to open the fields.



### Authorization Code field

There are two options available for populating the **Authorization Code** field.

- ✕ Enter the **Authorization Code** in the **Authorization Code** field.
- If there is an exact match to the information entered, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

### OR

- ✕ Click the **Authorization Code** field pick applet to view a [pop-up window](#) displaying all Authorization Codes.
- Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
  - Click on the row with the correct Authorization Code and Subject Description.
  - Click **OK** on the pop-up window to populate the field.

### **Added Authorization Date** field



The **Added Authorization Date** field is left blank unless you are adding an authorization to an existing document.

All of the fields for the **Supplementary Authorization** view are populated.



Review the information for accuracy.

- When information in a field is incorrect, click on the **Authorization Code** field and either delete the information or click the pick applet, and repeat the previous steps for entering the correct information.



Click **Save** to complete this section.



Repeat the previous steps for subsequent authorizations as needed.

**Supplementary Authorization**

**Save** **Cancel**

Authorization Code: R1A

Authorization Description: Specific Supplementary Auth

Added Authorization Date:

Subject Code: BSCI

Subject Description: Biological Sciences

Major/ Minor: MIN

**The second section of the document has been successfully created and saved.**

The **Supplementary Authorization** section displays Art (R1S), Biological Sciences (R1A) and the pre-populated English Learner Authorization for Single Subjects (ELAS).

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
ELAS		NONE		MAJ	
R1S	Single Subject	ARTX	Art (Examination)	MAJ	
R1A	Specific Supplementary Auth	BSCI	Biological Sciences	MIN	

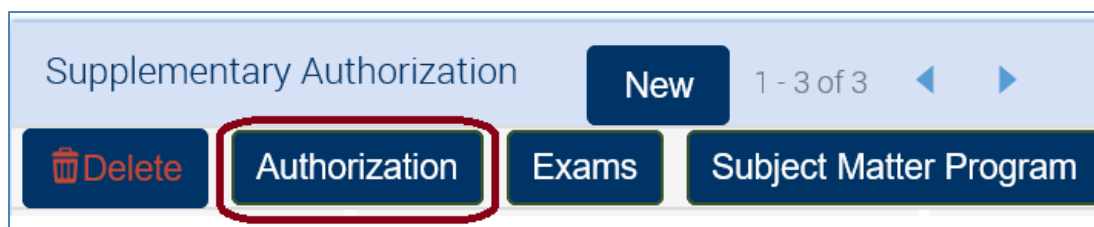
### **Authorizations/Subjects**

The Bilingual authorization(s) earned through a Commission-approved program are listed as a major authorization and are entered using the **Authorization** button.

### **Authorization** field



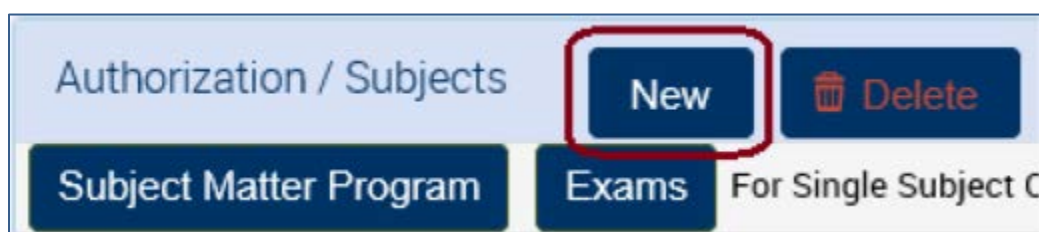
Click the **Authorization** button.



### **Authorization** view

The section title changes to '**Authorization/Subjects**' and a new set of buttons display.

- ✕ Click the **New** button to open the fields.



### **Authorization Code** field

There are two options available for populating the **Authorization Code** field.

- ✕ Enter the Authorization Code in the **Authorization Code** field.
- If there is an exact match to the information entered, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.



**The information in this field is case sensitive.**

### **OR**

- ✕ Click the **Authorization Code** field pick applet to view a [pop-up window](#) displaying all Authorization Codes.
- Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
  - Click on the row with the correct Authorization Code and Authorization Code Description.
  - Click **OK** on the pop-up window to populate the field.

### **Added Authorization Date** field



The **Added Authorization Date** field is left blank unless you are adding an authorization to an existing document.

All of the fields for the **Authorization/Subjects** view are populated.



Review the information for accuracy.

- When information in a field is incorrect, click on the **Authorization Code** field, and either delete the information or click the pick applet, and repeat the previous steps for entering correct information.



Click the **Save** button to complete this section.



Repeat the previous steps for subsequent Bilingual authorization(s) as needed.

**The *second* section of the document has been successfully created and saved.**



Delete the pre-populated English Learner Authorization (ELA) if entering any Bilingual Authorization (BA).

The **Authorization/Subjects** section displays Art (R1S), Introductory Science (R1B) and the Bilingual: Spanish or new Educ Auth C8 (BASP).

Authorization / Subjects

New

Delete

1 - 3 of 3

Subject Matter Program

Exams


For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button.

Supplementary Authorization



Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
R1S	Single Subject	ART	Art	MAJ	
R1B	Introductory Supplementary Auth	ISS	Introductory Social Science	MIN	
BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

**The *third* section of the document**

The **Renewal Requirements** section is pre-populated based on the *Document Title* selected in the first section.

Renewal Requirements <span>New</span> 1 - 1 of 1		
		
Renewal Code	Renewal Description	Additional Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	TC Code Not Required

## Review the top two sections of the document

-  Review the information for accuracy.
- Click the [Edit](#) button to open the editable fields in the first section of the document if changes are needed.
  - Click on the applicable link below to change information displayed on the second section of the document:
    - [Credential/Program Information](#) (first section)
    - [Exams](#)
    - [Subject Matter Program](#)
    - [Supplementary Authorization, including Subject Matter Authorizations](#)
    - [Authorizations/Subjects](#), English Learner and Bilingual Languages
-  Continue creating the last part of the document by completing the [Employment Restrictions](#) section if the recommendation is for a restricted document, then click **Next** to add the required [Attachments](#).

Document ID: [redacted] / Subjects: 1 of 1

**New** **Edit** Required Field

Candidate: [redacted]  
 Issue Date: 8/1/2018  
 Program Name: SINGLE SUBJECT TEACHING CREDENTIAL  
 Program Type: 2042 PRELIMINARY  
 Document Title: Single Subject Teaching Credential  
 Document Term: Preliminary  
 Document Category: New Credential Type  
 Methodology: Art

Subject Matter Qualification Route: SM at the recommending IHE  
 County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION

**Authorization / Subjects** **New** **Delete** 1 - 3 of 3

**Subject Matter Program** **Exams** For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. **Supplementary Authorization**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> R1S	Single Subject	ARTX	Art (Examination)	MAJ	
R1A	Specific Supplementary Auth	BSCI	Biological Sciences	MIN	
BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

**Renewal Requirements** **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description	Additional Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	TC Code Not Required

**Employment Restrictions** **New** **Delete** No Records

Organization Type	Organization	County
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**Back** **Cancel** **Next**

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the document status to **deleted and purged**.

## Approved Institutions – Add an Authorization

Credential categories of Added Authorizations (AA) are available based on a Commission-approved authorization program. When a new authorization is added to an *existing* credential, the credential is issued again. When the new authorization(s) is added, the document will display with the same credential title and expiration dates as the *existing* credential.



Review the following documents for additional guidance:

- [CIA 14-07 Submission Process for Adding Credential Authorizations](#)

- [CIA 14-08 CTC Online Recommendation Guidance](#)
- [CTC Online Recommendations - Credential Types and Codes](#)

### **Determine the Added Authorization Date**

The **Added Authorization Date** is based upon the following:

- The date the educator completed the final requirement that qualifies him/her for the additional authorization as determined by the program

The Commission will honor the Added Authorization Date entered by the Authorized Submitter when it is after the date the educator has completed all requirements for the authorization. The date must be no more than 90 days prior to the day it is paid for and received by the Commission.

### **Add an Authorization to an existing document**

The steps to start an online Recommendation to Add an Authorization are:

- ☒ Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab
- ☒ Enter the educator's **Social Security Number (SSN)** and **Date of Birth (DOB)**
- ☒ Click **Recommend**
- ☒ Verify the information on the [Educator Information](#) view and click **Next**
  - If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more information.
  - The **Create Person** button is not available on this view.
- ☒ Click **Approved Institutions** on the [Educator Detail](#) view

### **Approved Institutions view**

The *Approved Institutions* view is the starting point for creating, editing, deleting and submitting a document recommendation for an educator.

- ☒ Review the educator's credential information to select the appropriate document to which the authorization(s) will be added.
  - The document must display the following information:
    - A **Document Number**
    - Status is **Valid**



Approved Institutions

Last Name: THREE1 Home Phone: Last Known County of Employment: SACRAMENTO COUNTY OFF  
 First Name: TRAINING Work Phone: Adverse Action Indicator:  
 Middle Name: APPLICANT Fee Credit Available: N Fingerprint Process Complete: Y  
 E-mail: XXX@XXX.COM Fee Credit Amount: \$0.00

Documents 1 - 4 of 10+ [Go to First Document](#)

Create New Document Add an Authorization Upgrade a Document

Document Number	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
> 120552929	Single Subject Teaching Credential	Preliminary	Valid	New Credential Type	6/21/2016	7/1/2021	Granted
120555812	Certificate of Clearance		Valid	New Credential Type	1/1/2012	2/1/2017	Granted
160011108	Education Specialist Instruction Credential	Preliminary	Valid	New Credential Type	5/5/2012	6/16/2016	Granted
160088678	30-Day Substitute Teaching Permit	Emergency	Valid	First Time	1/1/2016	2/1/2017	Granted

Authorization / Subjects 1 - 3 of 3

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> R1S	Single Subject	SBS	Science: Biological Sciences	MAJ	
SMAA	Specific Subject Matter Auth	ECSS	Economics (social science)	MIN	
ELA1	English Learner or CLAD Certificate	NONE		MAJ	

Renewal Requirements 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
> R14i	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	

Employment Restrictions No Records

Organization Type	Organization	County
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## ADD AN AUTHORIZATION

 Click on a row of information to select the document.

- Additional information of the highlighted document will display in the sections below.

In the example below, the Education Specialist Added Authorization Area: Autism Spectrum Disorders (AAAS) is added to an issued Clear Education Specialist Instruction document with an effective date of 8/1/2018.

 Click the **Add an Authorization** button.

Approved Institutions

Last Name: THREE1 Home Phone: Last Known County of Employment: ALAMEDA COUNTY OFFICE C  
 First Name: TRAINING Work Phone: Adverse Action Indicator:  
 Middle Name: APPLICATION Fee Credit Available: N Fingerprint Process Complete: Y  
 E-mail: xxx@xxx.com Fee Credit Amount: \$0.00

Documents 1 - 4 of 10

Create New Document Add an Authorization Grade a Document

Document Number	Title	Form	Status	Category	Issue Date	Expiration Date	Application Status
190033101	Certificate of Clearance		Valid	First Time	2/14/2019	3/1/2024	Granted
170193075	Education Specialist Instruction Credential	Preliminary	Valid	First Time	5/5/2017	5/1/2022	Granted

Authorization / Subjects 1 - 1 of 1

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	

Renewal Requirements 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
R20	To renew this credential, the holder needs to submit only an application and fee to the Commission no earlier than 12 months before the expiration date. The renewal period is five years.	TC Code Not Required

Employment Restrictions No Records

Organization Type Organization County

### Document Detail view

The section title changes to '**Authorization/Subjects**' and a new set of buttons display. If needed, click the appropriate button ([Exams](#) or [Subject Matter Program](#)) for the type of authorization to be added.

✗ Click the **New** button to open the fields.

Document Detail

1 of 1

Issue Date: 5/5/2017

Credential Title: Education Specialist Instruction Cred

Credential Term: Preliminary

Credential Category: Added Authorization

Authorization / Subjects 1 - 1 of 1

Delete Subject Matter Program **New** Exams

### Authorization Code field

✗ Enter the Code in the **Authorization Code** field.

If you do not know the code, use the pick applet to view available options.



**The information in this field is case sensitive.**

### **Added Authorization Date** field

Refer to the [Determine the Added Authorization Date](#) section for additional guidance.



Enter the Date in the **Added Authorization Date** field.

All of the fields for the **Document Detail - Authorization/Subjects** view are populated.



Review the information for accuracy.

- When information in a field is incorrect, click on an editable field and either delete the information or click the pick/date applet, and repeat the previous steps for entering correct information.



Click **Save** to complete this section.

Authorization / Subjects

Save Cancel

Authorization Code: AAAS

Subject Code: NONE

Authorization Description:

Subject Description:

Added Authorization Date: 8/1/2018

Major/ Minor: MIN

### **The second section of the document has been successfully created and saved.**

The **Authorization/Subjects** section displays the Education Specialist Added Authorization Area: Autism Spectrum Disorders (AAAS) and an added authorization date of 8/1/2018.

Document Detail

1 of 1

Issue Date: 5/5/2017

Credential Title: Education Specialist Instruction Cred

Credential Term: Preliminary

Credential Category: Added Authorization

Authorization / Subjects New 1 - 2 of 2

Delete Subject Matter Program Exams

Organization	Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
CTCUNI	R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	
CTCUNI	AAAS		NONE		MIN	8/1/2018



### **ADDING BILINGUAL AUTHORIZATION(S)**

When adding Bilingual authorization(s) to an existing document Commission staff will remove the previous English Learner authorization. If this is not done, email a correction request to remove the pre-populated English Learner authorization. Go to the [Agency Users - Corrections](#) section for additional information.

Document Detail

1 of 1

Issue Date: 6/21/2016

Credential Title: Single Subject Teaching Credential

Credential Term: Preliminary

Credential Category: Added Authorization

Authorization / Subjects **New** 1 - 4 of 4

**Progress** **Subject Matter Program** **Exams**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authoriz	Organization
ELA1	English Learner or CLAD Certificate	NONE		MAJ		CTCUNI
R1S	Single Subject	SBS	Science: Biological Sciences	MAJ		CTCUNI
SMAA	Specific Subject Matter Auth	ECSS	Economics (social science)	MIN		CTCUNI
BAAB	Bilingual: Arabic or new Educ Auth C8	NONE		MAJ	8/1/2018	CTCUNI

### The *third* section of the document.

Renewal codes are not entered when adding authorizations to an existing document. The **Renewal Requirements** section will not change.

✕ Finish submitting the document by clicking **Next** to add the required [Attachments](#).

Document Detail

1 of 1

Issue Date: 5/5/2017

Credential Title: Education Specialist Instruction Cred

Credential Term: Preliminary

Credential Category: Added Authorization

Authorization / Subjects **New** 1 - 2 of 2

**Delete** **Subject Matter Program** **Exams**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Da	Organization
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ		
AAAS		NONE		MIN	8/1/2018	CTCUNI

Renewal Requirements **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description	Additional Description
R19N	This preliminary credential may not be renewed. To continue to serve in a position authorized by this credential, the holder must obtain the recommendation from a Commission-approved Clear Education Specialist Credential Induction program sponsor.	

Employment Restrictions **New** **Delete** No Records

Organization Type Organization County

**Back** **Cancel** **Next**

From this view:

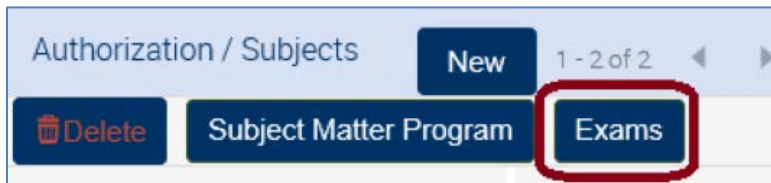
- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.

- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the status to **deleted and purged**.

### **ADD AN AUTHORIZATION BY EXAMINATION**

Authorizations earned by passage of an examination are entered using the **Exams** button.

- ✕ Click the **Exams** button.



#### **Document Detail - Exams view**

The section title changes to '**Exams**' and a new set of buttons display.

- ✕ Click the **New** button to open the fields.



- ✕ Follow the basic steps outlined in the [Add an Authorization Code field](#) section to enter the new authorization earned by examination.

### **ADD AN AUTHORIZATION BY SUBJECT MATTER PROGRAM**

Authorizations earned through a Commission-approved Subject Matter Program are entered using the Subject Matter Program button.

- ✕ Click the **Subject Matter Program** button.



#### **Document Detail - Subject Matter Program view**

The section title changes to '**Subject Matter Program**' and a new set of buttons display.

- ✕ Click the **New** button to open the fields.



- ✕ Change the **Organization** field to reflect the Organization where the Subject Matter Program was completed.
- ✕ Follow the basic steps outlined in the [Add an Authorization Code field](#) section to enter the new authorization earned by Subject Matter Program.

## Approved Institutions – Upgrade A Document

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Credential categories of **Clear** or **Level II Renewal (RN)** or Reissuance (**RI**) are available for selection based on a Commission-approved preparation program.



Click on one of the links below for additional guidance:

- [CTC Online Alert: 12-03 - Recommending for a Clear or Level II credential](#)
- [CIA 14-08 CTC Online Recommendation Guidance](#)
- [CIA 16-02 English Learner Authorization for Holders of Preliminary Teaching Credentials](#) (including Level I/Preliminary Education Specialist Instruction Credentials)
- [CIA 17-01 Dependent Credential Dating](#)
- [CTC Online Recommendations - Credential Types and Codes](#)

## Upgrade an existing document

The steps to start an online Recommendation to Upgrade a Document are:

- ✕ Log into the CTC Online system
- When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab
- ✕ Enter the educator's **Social Security Number (SSN)** and **Date of Birth (DOB)**
- ✕ Click **Recommend**
- ✕ Verify the information on the [Educator Information](#) view and click **Next**
- If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more

information.

- The **Create Person** button is not available on this view.

✕ Click **Approved Institutions** on the [Educator Detail](#) view

### Approved Institutions view

The *Approved Institutions* view is the starting point for creating, editing, deleting and submitting a document recommendation for an educator.

✕ Review the educator's credential information to select the most recent Level I or Preliminary document to upgrade.

➤ The document must display the following information:

- A Document Number
- Status is **Valid**

Approved Institutions

Last Name: THREE1 Home Phone: Last Known County of Employment: SACRAMENTO COUNTY OFF  
First Name: TRAINING Work Phone: Adverse Action Indicator:  
Middle Name: APPLICANT Fee Credit Available: N Fingerprint Process Complete: Y  
E-mail: XXX@XXX.COM Fee Credit Amount: \$0.00

Documents 1 - 4 of 10+ < >

Create New Document Add an Authorization Upgrade a Document

Document Number	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
> 120552929	Single Subject Teaching Credential	Preliminary	Valid	New Credential Type	6/21/2016	7/1/2021	Granted
120555812	Certificate of Clearance		Valid	New Credential Type	1/1/2012	2/1/2017	Granted
160011108	Education Specialist Instruction Credential	Preliminary	Valid	New Credential Type	5/5/2012	6/16/2016	Granted
160088678	30-Day Substitute Teaching Permit	Emergency	Valid	First Time	1/1/2016	2/1/2017	Granted

Authorization / Subjects 1 - 3 of 3 < >

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> R1S	Single Subject	SBS	Science: Biological Sciences	MAJ	
SMAA	Specific Subject Matter Auth	ECSS	Economics (social science)	MIN	
ELA1	English Learner or CLAD Certificate	NONE		MAJ	

Renewal Requirements 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	

Employment Restrictions No Records

Organization Type	Organization	County
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### UPGRADE A DOCUMENT

✕ Click on a row of information to select the document.

- Additional information of the highlighted document will display in the sections below.



In the example below, the Preliminary Education Specialist Instruction document is selected to upgrade to a Clear Education Specialist Instruction document with an effective date of 8/1/2018.

✕ Click **Upgrade A Document**.

Approved Institutions

Last Name: THREE1, First Name: TRAINING, Middle Name: APPLICANT, E-mail: xxx@xxx.com, Home Phone: , Work Phone: , Fee Credit Available: N, Fee Credit Amount: \$0.00, Last Known County of Employment: SACRAMENTO COUNTY OFF, Adverse Action Indicator: , Fingerprint Process Complete: Y

Documents: 1 - 4 of 10

Create New Document, Add an Authorization, **Upgrade a Document**

Document Number	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
120952929	Single Subject Teaching Credential	Preliminary	Valid	New Credential Type	6/21/2016	7/1/2021	Granted
120955812	Certificate of Clearance		Valid	New Credential Type	1/1/2012	2/1/2017	Fee earned, not refundable (S COR section 80487)
16001108	Education Specialist Instruction Credential	Preliminary	Valid	New Credential Type	5/5/2012	6/16/2016	Fee earned, not refundable (S COR section 80487)
160088678	30-Day Substitute Teaching Permit	Emergency	Valid	First Time	1/1/2016	2/1/2017	Fee earned, not refundable (S COR section 80487)

Authorization / Subjects: 1 - 1 of 1

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	

Renewal Requirements: 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
R19N	This preliminary credential may not be renewed. To continue to serve in a position authorized by this credential, the holder must obtain the recommendation from a Commission-approved Clear Education Specialist Credential Induction program sponsor.	

Employment Restrictions: No Records

Organization Type	Organization	County
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## Document Detail view

✕ Click **Edit** to open the fields in the first section.

Document Detail

**Edit** \* = Required Field

Candidate Completion Date \*:

Issue Date \*: 5/5/2012

Expiration Date:

Recommendation Type:

Program Type:

Credential Title \*: Education Specialist Instruction Credential

Credential Term: Preliminary

Credential Category: New Credential Type

Methodology:

✕ Starting from the top, click in each of the opened fields to delete the existing



information.

Document Detail:

**Save** **Cancel** \* = Required Field

Candidate Completion Date \*

Issue Date \* 5/5/2012

Expiration Date:

Recommendation Type:

Program Type:

Credential Title \* Education Specialist Instruction Credential

Credential Term: Preliminary

Credential Category: New Credential Type

Methodology:

### **Candidate Completion, Issue and Expiration Dates**

#### **Candidate Completion Date field**

This is the date the educator completed the final requirement that qualifies him/her for the document as determined by the program.

The Candidate Completion Date will then filter out programs on the Credential Title list based on the Program Standard Approved Date and the Final Completion Date. The Candidate Completion Date will also check whether the candidate completed the authorization program within the organization's approval time frame.

#### **Determine the Issue Date**

This issue date is based upon the following:

- the completion date of Clear or Level II program as determined by the program if the educator is eligible and has met all the requirements for the document on the date

The Commission will honor the issuance date entered by the Authorized Submitter when it is after the date the educator has completed all requirements for the document. The date must be no more than 90 days prior to the day it is paid for and received by the Commission.

#### **Determine the Expiration Date**

Regardless of the document category selected (RN or RI), an upgraded document will expire the first day of the following month five years from the issuance date.




Issuance date for Upgraded document: 8/01/2018  
Expiration date for Upgraded document 9/01/2023



### **Dependent Credential Dating**

Dependent documents, such as the Administrative Services Credential, are an exception to the dating rule. It is critical to review the guidance in [CIA 17-01](#) Dependent Credential Dating to avoid costly errors when submitting dependent documents.


### **Date fields**

-  Enter the date the educator completed the program in the **Candidate Completion Date** field.
-  Enter the document's effective date in the **Issue Date** field.
-  Enter the document's expiration date in the **Expiration Date** field.

There are two options available for entering a date in the **Date** fields.

-  Enter the date with the (MM/DD/YYYY) format to populate the field.


### **OR**

-  Click the [Date](#) field calendar icon, select the month and year then click on a date.
  - Click **DONE** to populate the field.


### **Credential (Document) Term field**

Select the Credential Term for the document. If the document title is not listed, please go to the [Technical Requirements, Requesting CTC Technical Assistance](#) section for information on how to contact the Commission.

There are two options available for populating the **Credential Term** field.

-  Enter the Credential Term in the **Credential Term** field.
  - If there is an exact match to the information entered, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

### **OR**

-  Click the **Credential Term** field pick applet to view a [pop-up window](#) displaying all Credential Terms.
  - Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the

available information.

- Click on the row with the correct Document Description and Category Description.
- Click **OK** to populate the field.



To view all of the information in the pop-up window, move the mouse pointer over the side of the window to change it to a double arrow pointer. Click on the double arrow and move it to expand or reduce the window size.

In the example below, the *credential category* of Re-issuance is selected as the educator's *expired* preliminary credential is recommended for an upgrade to a clear credential.

Title	Term	OrganizationName	Program Type	Program Name	Document Description	Term Description	Category	Category Description	Program Methodology
TC35	CL	CTCUNI	CLEAR INDUCTION	EDUCATION SPECIALIST INSTRUCTION CREDENTIAL	Education Specialist Instruction Credential	Clear	RI	Re-issuance	
TC35	CL	CTCUNI	CLEAR INDUCTION	EDUCATION SPECIALIST INSTRUCTION CREDENTIAL	Education Specialist Instruction Credential	Clear	RI	Re-issuance	
TC35	CL	CTCUNI	CLEAR INDUCTION	EDUCATION SPECIALIST INSTRUCTION CREDENTIAL	Education Specialist Instruction Credential	Clear	AA	Add'l Authorization	

All of the fields for the Document Detail view are populated.



Review the information for accuracy.

- When information in a field is incorrect, click on an editable field, and either delete the information or click the pick applet, and repeat the previous steps for entering correct information.




Click the **Save** button to complete this section.

Document Detail:

**Save** **Cancel** \* = Required Field

Candidate Completion Date\* 8/1/2018


Issue Date\* 8/1/2018 

Expiration Date 9/1/2023

Recommendation Type: EDUCATION SPECIALIST INSTRUCTION CREDENTIAL

Program Type: CLEAR INDUCTION

Credential Title\* Education Specialist Instruction Credential


Credential Term: Clear 

Credential Category: Re-issuance

Methodology:

**The first section of the document has been successfully created and saved.**


The **Document Detail – Authorization/Subjects** section displays a Re-Issued Clear Education Specialist Instruction Credential with an issue date of 8/1/2018 and expiration date of 9/1/2023.

 When information in a field is incorrect, click the **Edit** button to open the editable fields.

Document Detail:

**Edit** \* = Required Field

Candidate Completion Date\* 8/1/2018

Issue Date\* 8/1/2018 

Expiration Date 9/1/2023

Recommendation Type: EDUCATION SPECIALIST INSTRUCTION CREDENTIAL

Program Type: CLEAR INDUCTION

Credential Title\* Education Specialist Instruction Credential

Credential Term: Clear

Credential Category: Re-issuance

Methodology:

### **Authorizations/Subjects section**

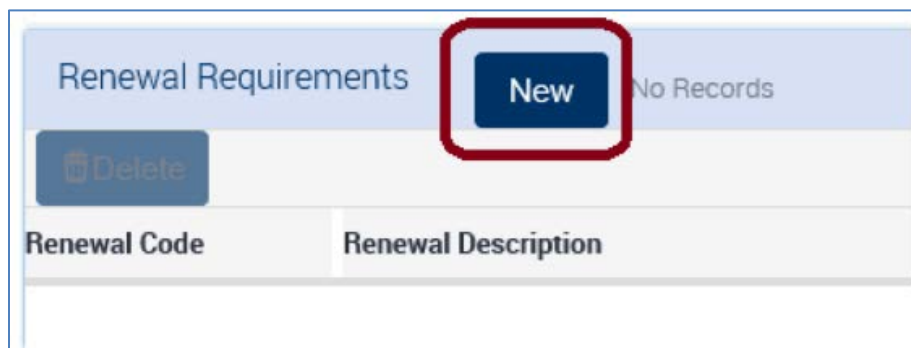
Additional Authorizations/Subjects **cannot** be added when upgrading a document through the CTC Online system.

Additional authorizations may be applied for after the Clear Credential recommendation has been granted and will require an additional application and fee.

### **Renewal Requirements** section

The Renewal Requirements section is blank. Add the *new* renewal requirements.

- ✕ Click the **New** button to open the fields.

A screenshot of a web application interface for 'Renewal Requirements'. At the top, there is a header bar with the title 'Renewal Requirements' on the left and 'No Records' on the right. Below the header, there is a row of two buttons: 'Delete' on the left and 'New' on the right. The 'New' button is highlighted with a red rectangular border. Below the buttons, there is a table with two columns: 'Renewal Code' and 'Renewal Description'. The table is currently empty.

### **Renewal Code** field

There are two options available for populating the **Renewal Code** field.

- ✕ Enter the Code in the **Renewal Code** field.



**The information in this field is case sensitive.**

- If there is an exact match to the information entered, the field will populate.
- If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

**OR**

- ✕ Click the **Renewal Code** field pick applet to view a [pop-up window](#) displaying available Codes.

- Click the **Find** button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row with the correct *Renewal Code*.
- Click **OK** on the pop-up window to populate the field.

- ✕ Click **Save** to complete this section.

**Renewal Requirements**

**Save** **Cancel**

\*Renewal Code: R20

Renewal Description: To renew this credential, the holder needs to submit

Additional Description: TC Code Not Required

**The *third* section of the document has been successfully created and saved.**

The ***Renewal Requirements*** section displays the updated Renewal Requirement R20.

Renewal Requirements <span>New</span> 1 - 1 of 1		
<span>Delete</span>		
Renewal Code	Renewal Description	Additional Description
> R20	To renew this credential, the holder needs to submit only an application and fee to the Commission no earlier than 12 months before the expiration date. The renewal period is five years.	TC Code Not Required

### **Review the top three sections of the document**

- Review the information for accuracy.
  - Click the **Edit** button to open the editable fields in the first and second sections of the document if changes are needed.
  - To change information displayed on the third section of the document, click on a row and then click the ***Delete*** button. Click the ***New*** button to open the editable fields.
- Finish submitting the document by clicking ***Next*** to add any required [Attachments](#).

**Edit** 1 of 1

Update Completion Date: 8/1/2018  
 Issue Date: 8/1/2018  
 Expiration Date: 9/1/2023  
 Recommendation Type: EDUCATION SPECIALIST INSTRUCTION CREDENTIAL  
 Program Type: CLEAR INDUCTION  
 Credential Title: Education Specialist Instruction Credential  
 Credential Term: Clear  
 Credential Category: Re-issuance  
 Methodology:

Authorization / Subjects: 1 - 1 of 1

Subject Matter Program: Exams For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. Supplementary Authorization

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	

Renewal Requirements: 1 - 1 of 1

Delete

Renewal Code	Renewal Description	Additional Description
R20	To renew this credential, the holder needs to submit only an application and fee to the Commission no earlier than 12 months before the expiration date. The renewal period is five years.	TC Code Not Required

Employment Restrictions: No Records

Organization Type: Organization: County

Back Cancel **Next**

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the status to **deleted and purged**.

## Approved Institutions – Go to Edit Document

The **Edit** or **Go To Edit Document** button becomes available for selection when an Authorized Submitter selects a document created by him/her and has one the following status:

- In Progress
- Recommended
- Awaiting Payment
- Educator Return
- Ready for Submission

When the application displays the status of “**Pending**”, the educator has already completed the application and payment process and the document has been received

by the Commission. The document status also displays on the [Educator Detail](#) view.

- Click the **Edit** button when using the [My Filtered Recommends](#) view.
- Click the **Go to Edit Document** button when using the [Approved Institutions](#) view

### **My Filtered Recommends view – Edit**

The steps to edit a document using the **Edit** button are:

- Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab

### **My Filtered Recommends view**

- Click on the **Document Title**.
  - ⚠ Use the [arrows](#) or the **Query** button to locate the document.
  - ⚠ When the document you wish to edit does not display on this view, it may have been deleted. Re-create the document following the steps outlined in the [Create New Document](#) section.

Documents

Export Query 11 - 20 of 20+ ◀ ▶

Select All Delete Submit

Select	Created By	Created	Document Title	First Name▼	Last Name	Status
> No	CERTONLINE	4/2/2019 08:33:44 AM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	4/2/2019 09:18:11 AM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	11/8/2018 02:07:06 PM	Educator Authorization	TRAINING	THREE1	In Prog
No	CERTONLINE	11/8/2018 03:41:49 PM	Educator Authorization	TRAINING	THREE1	In Prog
No	CERTONLINE	1/3/2019 02:01:16 PM	Education Specialist Instruction Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	1/4/2019 01:58:35 PM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	3/29/2019 09:19:08 AM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	4/3/2019 10:02:23 AM	Multiple Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	7/20/2016 01:52:09 PM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog
No	CERTONLINE	6/13/2017 08:58:47 AM	Single Subject Teaching Credential	TRAINING	THREE1	In Prog

### **Document Details-Authorizations/Subjects view**

- Review all of the information displayed on this view.



- Click **Edit** to open the editable fields in the first section if changes are necessary. Delete the information in the editable fields and repeat the steps for entering the correct information in the fields.
- Click the appropriate button ([Exams](#), [Subject Matter Program](#) or [Authorization](#)) in the second section if changes are necessary.
- Click **Edit** to open the editable fields in the third section if changes are needed and you entered the Renewal Code. [Delete](#) the incorrect Renewal Code.
- Click **Edit** to open the editable fields in the fourth section if changes are needed and you entered the [Employment Restrictions](#). [Delete](#) the incorrect Employment Restrictions.



Go to the [Upgrade A Document](#) section for information on how to make changes to a **Clear** or **Level II** document.



Finish submitting the document by clicking **Next** to add the required [Attachments](#).

My Filtered Recommendations: THREE | Document Detail - Authorization / Subjects: 1 of 1

**Edit** Required Field

Candidate: 8/1/2016

Issue Date: 8/1/2016

Program Name: SINGLE SUBJECT TEACHING CREDENTIAL

Program Type: 2042 PRELIMINARY

Document Title: Single Subject Teaching Credential

Document Term: Preliminary

Document Category: New Credential Type

Methodology: Art

Subject Matter: SM at the recommending IHE

Qualification Route: LOS ANGELES COUNTY OFFICE OF EDUCATION

County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION

Authorization / Subjects **New** **Delete** 1 - 3 of 3

**Subject Matter Program** **Exams** For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. **Supplementary Authorization**

Authorization C	Authorization Description	Subject C	Subject Description	Major/ Mi	Added Authorization Date
R1S	Single Subject	ART	Art	MAJ	
R1A	Specific Supplementary Auth	BSCI	Biological Sciences	MIN	
BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

Renewal Requirements **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description	Additional Description
R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	TC Code Not Required

Employment Restrictions **New** **Delete** No Records

Organization Type	Organization	County
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**Back** **Cancel** **Next**

From this view:

- Click the *Application* tab to save and close the document with a status of “In

**Progress**” and return to the [My Filtered Recommendations](#) view.

- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button is not active on this view.

### **Approved Institutions view – Go to Edit Document**

---

The steps to edit a document using the **Go to Edit** button are:

- ✕ Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab
- ✕ Enter the educator’s **Social Security Number** (SSN) and **Date of Birth** (DOB)
- ✕ Click **Recommend**
- ✕ Verify the information on the [Educator Information](#) view and click **Next**
  - If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more information.
  - The **Create Person** button is not available on this view.
- ✕ Click **Approved Institutions** on the [Educator Detail](#) view

### **Approved Institutions view**

- ✕ Click on a row of information (document). Additional information of the highlighted document will display in the sections below.
- ✕ Click the **Go to Edit Document** button to open the *Document Detail* view of the highlighted row.
  - ⚠ When the document you wish to edit does not display on this view, it may have been deleted. Click [Create New Document](#) to re-create the document.

Approved Institutions

Last Name: THREE1 Home Phone: Last Known County of Employment: Adverse Action Indicator: Fingerprint Process Complete: Y

First Name: TRAINING Work Phone: Fee Credit Available: N Fee Credit Amount: \$0.00

Middle Name: APPLICATION E-mail: xxx@xxx.com

Documents 1 - 4 of 10+ [Go to Edit Document](#)

Create New Document

Document Number	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
	30-Day Substitute Teaching Permit	Emergency	Pending	New Credential Type	10/31/2018	11/1/2019	In Progress
	30-Day Substitute Teaching Permit	Emergency	Pending	First Time	8/1/2018	9/1/2019	In Progress
>	Single Subject Teaching Credential	Preliminary	Pending	New Credential Type	8/1/2018	9/1/2023	In Progress
	Crosscultural, Language and Academic Development Permit	Emergency	Pending	New Credential Type	1/1/2017		In Progress

Authorization / Subjects 1 - 3 of 3

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> R1S	Single Subject	ART	Art	MAJ	
R1B	Introductory Supplementary Auth	ISS	Introductory Social Science	MIN	
BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

Renewal Requirements 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	TC Code Not Required

Employment Restrictions No Records

Organization Type	Organization	County
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### **Document Details-Authorizations/Subjects view**



Review all of the information displayed on this view.

- Click **Edit** to open the editable fields in the first section if changes are necessary. Delete the information in the editable fields and repeat the steps for entering the correct information in the fields.
- Click the appropriate button ([Exams](#), [Subject Matter Program](#) or [Authorization](#)) in the second section if changes are necessary.
- Click **Edit** to open the editable fields in the third section if changes are needed and you entered the Renewal Code. [Delete](#) the incorrect Renewal Code.
- Click **Edit** to open the editable fields in the fourth section if changes are needed and you entered the [Employment Restrictions](#). [Delete](#) the incorrect Employment Restrictions.



Go to the [Upgrade A Document](#) section for information on how to make changes to a **Clear** or **Level II** document.



Finish submitting the document by clicking **Next** to add any required [Attachments](#).

My Filtered Recommendations THREE1 | Document Detail – Authorization / Subjects: 1 of 1

**Edit**

Candidate: [Redacted] Issue Date: 8/1/2016 Subject Matter: SM at the recommending IHE  
 Issue Date: 8/1/2016 Qualification Route: [Redacted]  
 County of Employment: LOS ANGELES COUNTY OFFICE OF EDUCATION  
 Program Name: SINGLE SUBJECT TEACHING CREDENTIAL  
 Program Type: 2042 PRELIMINARY  
 Document Title: Single Subject Teaching Credential  
 Document Term: Preliminary  
 Document Category: New Credential Type  
 Methodology: Art

Authorization / Subjects **New** **Delete** 1 - 3 of 3

**Subject Matter Program** **Exams** For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. **Supplementary Authorization**

Authorization C	Authorization Description	Subject C	Subject Description	Major/ Mi	Added Authorization Date
R1S	Single Subject	ART	Art	MAJ	
R1A	Specific Supplementary Auth	BSCI	Biological Sciences	MIN	
> BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

Renewal Requirements **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description	Additional Description
> R14I	This credential may not be renewed. To qualify for the clear credential, the holder of this document must complete a Commission-approved Induction program including Verification of Completion by the program sponsor.	TC Code Not Required

Employment Restrictions **New** **Delete** No Records

Organization Type	Organization	County
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**Back** **Cancel** **Next**

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button is not active on this view.

## Authorized Agencies

The steps to start an online Recommendation which is not the result of completing a Commission-approved preparation or subject matter program:

- Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab

- Enter the educator's **Social Security Number (SSN)** and **Date of Birth (DOB)**
- Click **Recommend**
- If appropriate, re-enter the Educator's **SSN** and **DOB** to create the online profile
  - Click **Recommend**
- Enter or verify the information on the *Educator Information* view
  - If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more information.
- Click **Next**
- Click **Authorized Agencies**

The screenshot shows the 'Educator Profile Portal' interface. At the top, there are navigation tabs: 'Login', 'Search', 'Application' (which is the active tab), and 'Educator Profile Portal'. Below the tabs, the page is titled 'Educator Detail:'. On the left side, under the heading 'Recommendations', there are two links: 'Approved Institutions' and 'Authorized Agencies'. The 'Authorized Agencies' link is highlighted with a red rectangular box. On the right side, there is a form with the following fields: 'Last Name: THREE1', 'First Name: TRAINING', 'Middle Name: APPLICATION', and 'E-mail: xxx@xxx.com'.

## Authorized Agencies view

This is the starting point for creating, editing, deleting and submitting a document recommendation that is not part of a commission-approved program.

- ✕ Review the educator's documents displayed on this view to determine the credential type, base document, expiration dates, or other information which is applicable for the new document.
  - ⚠ The information displayed on this view is provided in a read-only view and is for verification purposes only.
  - ⚠ Only documents with a **Document Number** and an Application Status of **Valid** have been issued to the Educator.
- ✕ Click on a **Document Number** to highlight the row and view the document's details.

When you are ready to start the recommendation process, click on the appropriate recommendation option. The following recommendation options may

be available on this view:

[Go to Create Document](#)

[Go to Edit Document](#)

Authorized Agencies:

Last Name:	THREE1	Home Phone:		Last Known County of Employment:	ALAMEDA COUNTY OFFICE C
First Name:	TRAINING	Work Phone:		Adverse Action Indicator:	
Middle Name:	APPLICATION	Fee Credit Available:	N	Fingerprint Process Complete:	Y
E-mail:	xxx@xxx.com	Fee Credit Amount:	\$0.00		

Documents 31 - 34 of 34 [Go to Edit Document](#)

[Go to Create Document](#)

Document Numl	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
> 150208778	Certificate of Clearance		Valid	First Time	11/4/2017	12/1/2022	Fee earned, not refundable (5 CCR section 80487)

Authorization / Subjects No Records

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
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Renewal Requirements No Records

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
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Employment Restrictions No Records

Organization Type	Organization	County
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### **Authorized Agencies - Resources**

The [CTC Online – Processing Recommendations](#) section of the Credential Information Guide provides additional information and guidance to employers in electronically submitting applications for credential recommendations:

From this view:

- The [Go to Create Document](#) link is for creating first time or new type documents based submitted by employing agencies. This button is always active.
- The [Go to Edit Document](#) link is for editing details of a document created by the Authorized Submitter and is active when a document does not have the status of **“Application to be deleted and purged”** or the application and payment has not yet been submitted by the educator to the Commission.

## **Authorized Agencies - Create New Document**

---

Document categories that do not require a recommendation from a Commission-approved program are available under this option. These documents are only submitted by employing agencies.

This section describes the process for creating a recommendation for the following credential:

- [Emergency 30-Day Substitute Teaching Permit \(FT\)](#)

### **Authorized Agencies view**

The *Authorized Agencies* view is the starting point for creating, editing, deleting and submitting a credential recommendation for an educator.

### **Review the educator's document information**

Review the educator's document information to verify the recommendation is appropriate and the new document's category.

### **Create the first section of the document**

---

From the *Authorized Agencies* view, the **Go to Create Document** button will open the *Document Detail* view.

✕ Click **Go to Create Document**.

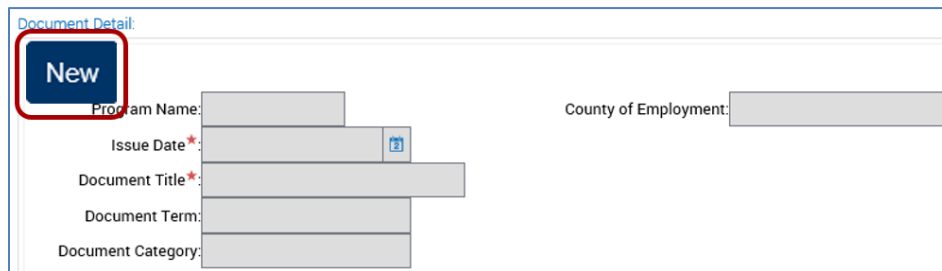
The screenshot displays the 'Authorized Agencies' interface. It features a form with the following fields: 'Last Name' (THREE1), 'First Name' (TRAINING), 'Middle Name' (APPLICATION), and 'E-mail' (xxx@xxx.com). To the right of these fields are labels: 'Hor' (likely Horizontal), 'Wc' (likely Work), 'Fee Credit', and 'Fee Credi'. Below the form is a navigation bar with the text 'Documents 5 - 8 of 10+' and two arrows. A blue button labeled 'Go to Edit Document' is on the right. A red rectangle highlights a dark blue button labeled 'Go to Create Document' at the bottom left.

### **Document Detail view**

Required fields are marked with an asterisk \* symbol.

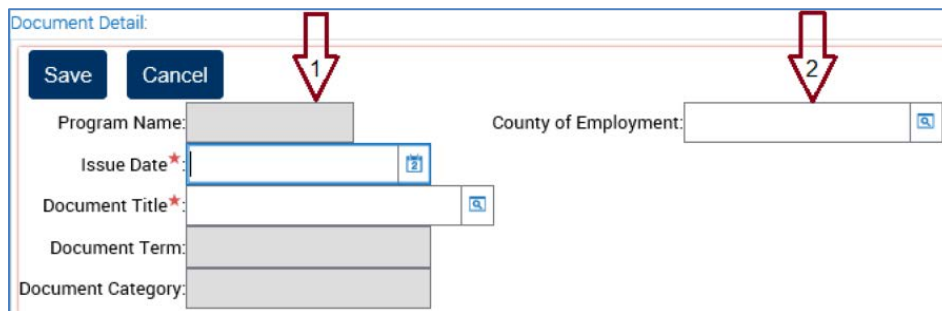
## Create the Document

✕ Click the **New** button to open the fields.



The screenshot shows the 'Document Detail' form. A red box highlights the 'New' button in the top left corner. Below the button are several input fields: 'Program Name', 'Issue Date' (with a calendar icon), 'Document Title' (with a search icon), 'Document Term', and 'Document Category'. To the right of these fields is the 'County of Employment' field.

✕ Enter the information moving from the left top to bottom, then the right top.



The screenshot shows the 'Document Detail' form with the 'Save' and 'Cancel' buttons at the top left. Red arrows indicate the data entry sequence: arrow '1' points down from the top left towards the 'Issue Date' field, and arrow '2' points down from the top right towards the 'County of Employment' field. The 'Issue Date' field has a calendar icon, and the 'Document Title' field has a search icon.

## Determine the Issue Date

This issue date is based upon the following:

- the date the educator completed the final requirement that qualifies him/her for the document

The Commission will honor the issuance date entered by the Authorized Submitter when it is after the date the educator has completed all requirements for the document. The date must be no more than 90 days prior to the day it is paid for and received by the Commission.

## Issue Date field

There are two options available for entering the document's effective date in the **Issue Date** field.

✕ Enter the **Date** with the (MM/DD/YYYY) format to populate the field.

OR

✕ Click the **Date** field calendar icon, select the month and year then click on a date.

➤ Click **DONE** to populate the field.



### **Document (Credential) Title** field

Select the **Document Description, Term, and Category** for the document. If the document title is not listed, please go to the [Agency User – Authorized Designees and Submitters](#) section for information on how to contact the Commission.



When an educator's file only displays a Certificate of Clearance, the correct document category to select is **First Time (FT)**.



Enter the Document Title in the **Document Title** field.

There are two options available for populating the **Document Title** field.

- Enter part of the Document Title in the **Document Title** field to view a pop-up window displaying all matching documents.

### **OR**

- Click the **Document Title** field pick applet to view a pop-up window displaying all documents available to the Authorized Submitter.
- Change the search field from **Title** to **Document Description**.
- Enter part of the Document Description, e.g. 30-Day.
- Click the [Find](#) button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row to select the correct **Document Description, Term, and Category**.
- Click **OK** to populate the fields.

Title	Program Type	Program Name	OrganizationName	Category	Document Description	Term	Term Description	Category Description	Program Methodology
SUBP	EMERGENCY	EMERGENCY DOCUMENT	CTCUNI	NT	30-Day Substitute Teaching Permit	EM	Emergency	New Credential Type	
SUBP	EMERGENCY	EMERGENCY DOCUMENT	CTCUNI	FT	30-Day Substitute Teaching Permit	EM	Emergency	First Time	

### Troubleshooting a blank pop-up window.

When a blank pop-up window appears, please check the following:

- The information entered is not an exact match to the available information.



**The information in the field is case sensitive.**

- Check with your Organization's Authorized Designee to confirm you have been authorized to submit the recommendation. If you have been authorized, please email [CTCOnline@ctc.ca.gov](mailto:CTCOnline@ctc.ca.gov) describing the problem and identify which

Programs and/or Authorization Codes are needed as your User ID may not be properly linked.

### **County of Employment field**

There are two options available for populating the **County of Employment** field.



Enter the educator's County of Employment (COE) in the **County of Employment** field.

- If there is an exact match to the information entered, the field will populate.
- If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

### **OR**



Click the **County of Employment** pick applet to view a pop-up window displaying all COE information.

- Change the search field from **Affiliation Site** to **Affiliation Name** to search by organization name.
- Enter the educator's County Office of Employment.
- Click the [Go](#) button and/or [arrows](#) on the pop-up window to view the available information.
- Click on the row with the correct COE information.
- Click **OK** to populate the field.

**All of the fields for the first section of the document are populated.**

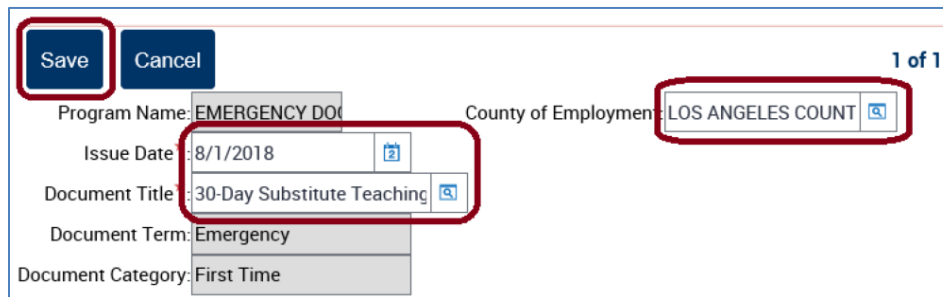


Review the information for accuracy.

- When information in a field is incorrect, select an editable field, delete the

information and repeat the previous steps for entering the correct information in that field.

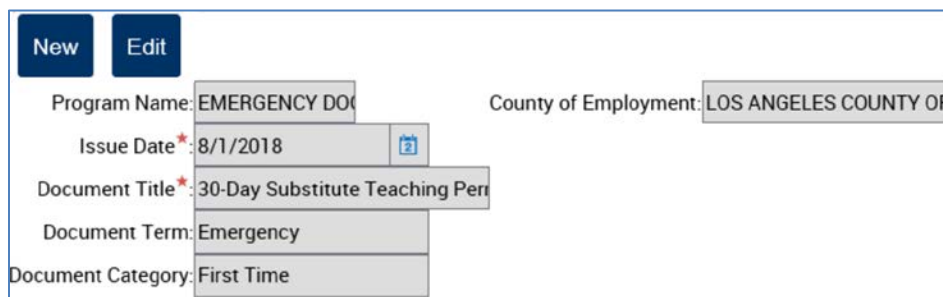
✕ Click **Save** to complete this section.



In the example below, the **Save** button was selected.

**The first section of the document has been successfully created and saved.**

This section displays a First Time Emergency 30-Day Substitute Teaching Permit.



### **Review the second and third sections of the document**

The **Authorization/Subjects** and **Renewal Requirements** sections are pre-populated based on the *Document Title* selected in the first section.

✕ Review the information for accuracy.

✕ Click the **Edit** button to open the editable fields in the first section if changes are needed.



Do not click on the buttons in the second or third sections.

✕ Delete the information in the editable fields and repeat the previous steps for entering the correct information in the fields.

✕ Finish submitting the document by clicking **Next** to add any required Attachments.

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the document status to **deleted and purged**.

## Authorized Agencies – Go to Edit Document

The **Edit** or **Go To Edit Document** button becomes available for selection when an Authorized Submitter selects a document created by him/her and has one the following status:

- In Progress
- Recommended
- Awaiting Payment
- Educator Return
- Ready for Submission

When the application displays the status of “**Pending**”, the Educator has already completed the application and payment process and the document has been received by the Commission. This document status displays on the [Educator Detail](#) view.

- Click the **Edit** button when using the [My Filtered Recommends](#) view.

- Click the **Go to Edit Document** button when using the [Authorized Agencies](#) view.

### **My Filtered Recommends view – Edit**

- ✕ Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab

### **My Filtered Recommends view**

- ✕ Click on the **Document Title**.
  - ⚠ Use the [arrows](#) or the **Query** button to locate the document.
  - ⚠ When the document you wish to edit does not display on this view, it may have been deleted. Re-create the document following the steps outlined in the [Create New Document](#) section.

### **Document Details view**

- ✕ Review the information for accuracy.
- ✕ Click **Edit** to open the editable fields in the first section if changes are necessary. Delete the information in the editable fields and repeat the steps for entering the correct information in the fields.
  - ⚠ Do not click on the buttons in the second or third sections.
- ✕ Finish submitting the document by clicking **Next** to add required [Attachments](#).

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button is not active on this view.

### **Authorized Agencies view – Go to Edit Document**

The steps to edit a document using the **Go to Edit** button are:

- ✕ Log into the CTC Online system
  - When the [Welcome Back](#) view displays, click the *Application* tab
  - If you are logged in, click the *Application* tab
- ✕ Enter the educator’s **Social Security Number** (SSN) and **Date of Birth** (DOB)
- ✕ Click **Recommend**
- ✕ Verify the information on the [Educator Information](#) view and click **Next**
  - If the information displayed is not for the Educator, go to the [Troubleshooting SSN & DOB Issues](#) section of this handbook for more information.
  - The **Create Person** button is not available on this view.
- ✕ Click **Authorized Agencies** on the [Educator Detail](#) view

## **Authorized Agencies view**

- ✕ Click on a row of information (document). Additional information of the highlighted document will display in the sections below.
- ✕ Click **Go to Edit Document** to open the *Document Detail* view of the highlighted row.
- ⚠ When the document you wish to edit does not display on this view, it may have been deleted. Click [Go to Create Document](#) to re-create the document.

Authorized Agencies:

Last Name: THREE1	Home Phone:	Last Known County of Employment:
First Name: TRAINING	Work Phone:	Adverse Action Indicator:
Middle Name: APPLICATION	Fee Credit Available: N	Fingerprint Process Complete: Y
E-mail: xxx@xxx.com	Fee Credit Amount: \$0.00	

Documents

[Go to Create Document](#) **Go to Edit Document**

Document Num	Title	Term	Status	Category	Issue Date	Expiration Date	Application Status
>	30-Day Substitute Teaching Permit	Emergency	Pending	First Time	8/1/2018	9/1/2019	In Progress

Authorization / Subjects 1 - 1 of 1

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization D
> P30	30-Day Emergency Substitute Permit	NONE		MAJ	

Renewal Requirements 1 - 1 of 1

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
> P30	To renew this permit, the holder needs to submit an application and fee through his or her employing school district or county office of education, or directly to the Commission.	TC Code Not Required

Employment Restrictions No Records

Organization Type	Organization	County
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## **Document Detail view**

- ✕ Review all of the information displayed on this view.
  - Click **Edit** to open the fields in the first section if changes are necessary.
  - The **Authorization/Subjects** and **Renewal Requirements** section is pre-populated based on the Document Title selected in the first section.

- ✕ Finish submitting the document by clicking **Next** to add any required [Attachments](#).

The screenshot shows a web form for document submission. At the top left, there are 'New' and 'Edit' buttons, with 'Edit' highlighted by a red box. The form contains several input fields: 'Document Title' (30-Day Emergency Substitute Permit), 'Issue Date' (8/1/2018), 'Document Term' (Emergency), and 'Document Category' (First Time). Below these is the 'Application' section, which includes a table for 'Authorization / Subjects' and 'Renewal Requirements'. The 'Authorization / Subjects' table has columns for Authorization Code, Authorization Description, Subject Code, Subject Description, Major/ Minor, and Added Authorization Date. The 'Renewal Requirements' table has columns for Renewal Code, Renewal Description, and Additional Description. At the bottom of the form, there are 'Back', 'Cancel', and 'Next' buttons, with 'Next' highlighted by a red box.

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the document status to **deleted and purged**.

## Agency User – Employment Restrictions

Some documents are restricted to employing organizations. The employing organization must be selected so it will display on the document. The Commission staff creates a unique employing agency code for each school district, county office of education, charter and non-public school in our database.

### Employment Restriction Organization Types

The Organization Types codes available when using the drop down menu are listed below:

COE	County Office of Education
CS	Charter School
NPS/NPA	Non-Public School/Non-Public Agency



SCS	Statewide Charter School
SD	School District
SWA	Statewide Agency

### **How to add an Organization to the database**



When an Organization does not display under the appropriate category code, please visit the California Department of Education, California School Directory at <http://www.cde.ca.gov/schooldirectory/>. The California School Directory contains information about all California public schools, private schools, nonpublic nonsectarian schools, school districts, and county offices of education.

If the Organization you wish to use as a restriction is in the CDE database, send an email with their information to [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov) to request it be added. If an Organization is not in the CDE database, it will not be added by the Commission. When you receive notice that the Organization has been added, you will be then able to submit your document with the employment restriction.



Employment changes cannot be completed using the CTC Online system. When adding an authorization or changing an employment restriction on an existing document:

- Submit a paper recommendation and half fee to change a restriction.
- If the restriction listed is wrong, email a correction request. Please see the Agency Users - Corrections section for additional information.

### **The fourth section of the document**

---

This section describes the process for creating a recommendation and adding an **Employment Restriction** to the following credential:

- **Intern Education Specialist Instruction Credential** restricted to the Sacramento County Office of Education.

Document Detail - Authorization / Subjects: 1 of 1

**New** **Edit** \* = Required Field

Candidate Completion Date\*: 8/2/2018

Issue Date\*: 8/2/2018

Program Name: EDUCATION SPECIALIST INSTRUCTION CREDENTIAL

Program Type: PRELIMINARY

Document Title\*: Education Specialist Instruction Credential

Document Term: Intern

Document Category: New Credential Type

Methodology:

Subject Matter: Examination

Qualification Route:

County of Employment: SACRAMENTO COUNTY OFFICE OF EDUCATION

---

Authorization / Subjects **New** **Delete** 1 - 3 of 3

**Subject Matter Program** **Exams** For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button. **Supplementary Authorization**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
ELAE		NONE		MAJ	
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	
AAAS		NONE		MIN	

---

Renewal Requirements **New** 1 - 1 of 1

**Delete**

Renewal Code	Renewal Description	Additional Description
R17N	This intern credential may not be renewed. To continue to serve in a position authorized by this credential, the holder must obtain the recommendation from a Commission-approved Preliminary Education Specialist Credential program sponsor.	TC Code Not Required

---

Employment Restrictions **New** **Delete** No Records

Organization Type	Organization	County

**Back** **Cancel** **Next**

✕ Enter the Organization to which the document will be restricted.

✕ Click the **New** button to open the fields.

Employment Restrictions **New** **Delete** No Records

Organization Type	Organization	County

✕ Click the **Organization Type** field arrow to view the drop down menu.

✕ Select an **Organization Type** to populate the field.

Employment Restriction **Save** **Cancel**

\*Organization Type:

Organization:

COE  
CS  
NPS/NPA  
SCS  
SD  
SWA

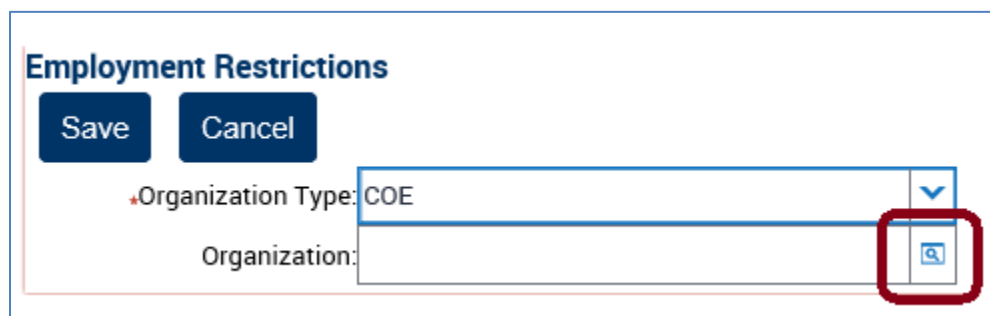
### **Organization** field

There are two options for populating the **Organization** field.

- ✕ Enter the Organization's name in the **Organization** field.
  - If there is an exact match to the information entered, the field will populate.
  - If there is more than one match or there is not an exact match, a [pop-up window](#) will display.

**OR**

- ✕ Click the **Organization** pick applet to view a pop-up window displaying all COE information.



The screenshot shows a web form titled "Employment Restrictions". At the top left are "Save" and "Cancel" buttons. Below them is a label "Organization Type:" followed by a text input field containing "COE". Below that is a label "Organization:" followed by a text input field. To the right of the "Organization:" field is a pick applet, which is a small square button with a magnifying glass icon. A red circle highlights this pick applet. The pick applet is part of a larger control that also includes a dropdown arrow.

### The **Organization** pop-up window

The default view displays the information sorted in numerical order by **Affiliation Site**.

There are two options for locating the *Organization* information when the appropriate Organization does not appear within the first window.

- ✕ Use the [arrows](#) on the pop-up window to view the available information.

**OR**

- ✕ Change the search field from **Affiliation Site** to **Affiliation Name**.

Choose an Org

Query

Affiliation Site

Go

1 - 10 of 14+

Affiliation Site	Affiliation Code	Relationship Typ	Affiliation Name	Survivor Name	Address Line1	Address Line2	City	State	Postal Code
> COE01	01	COE	ALAMEDA COUNTY OFFICE OF EDUCATION	ALAMEDA COUNTY OFFICE OF EDUCATION	313 West Winto... Avenue		Hayward	CA	94544-1198
COE02	02	COE	ALPINE COUNTY OFFICE OF EDUCATION	ALPINE COUNTY OFFICE OF EDUCATION	43 Hawkside Drive		Markleeville	CA	96120-9522
COE03	03	COE	AMADOR COUNTY OFFICE OF EDUCATION	AMADOR COUNTY OFFICE OF EDUCATION	217 REX AVENUE		JACKSON	CA	95642
COE04	04	COE	BUTTE COUNTY OFFICE OF EDUCATION	BUTTE COUNTY OFFICE OF EDUCATION	1859 Bird St.		Oroville	CA	95965
COE05	05	COE	CALAVERAS COUNTY OFFICE OF EDUCATION	CALAVERAS COUNTY OFFICE OF EDUCATION	P O Box 760	185 S MAIN STREET	Angels Camp	CA	95221
COE06	06	COE	COLUSA COUNTY OFFICE OF EDUCATION	COLUSA COUNTY OFFICE OF EDUCATION	345 5TH STREET		COLUSA	CA	95932
COE07	07	COE	CONTRA COSTA COUNTY OFFICE OF EDUCATION	CONTRA COSTA COUNTY OFFICE OF EDUCATION	77 SANTA BARBARA ROAD		PLEASANT HILL	CA	94523
COE08	08	COE	DEL NORTE COUNTY OFFICE OF EDUCATION	DEL NORTE COUNTY OFFICE OF EDUCATION	301 W Washington Blvd		Crescent City	CA	95531
COE09	09	COE	EL DORADO COUNTY OFFICE OF EDUCATION	EL DORADO COUNTY OFFICE OF EDUCATION	6767 Green Valley Rd.		Placerville	CA	95667

OK
Cancel

## Search by **Affiliation Name**

- Click the drop down arrow in the first data field to display a list of column names in the pop-up window.
- Scroll down the list and select **Affiliation Name**.  
The selection will become highlighted and automatically populate into the field.

City	State
SANTA ROSA	CA
MODESTO	CA
Yuba City	CA

- ✕ In the second data field, enter the information applicable to the data displayed within that column.

- ✕ Click the **Go** button and if there is an exact match to the entered information, the field will populate.
- If there is not an exact match to the entered information, a [pop-up window](#) will display.
  - If no information matches the entered information, the pop-up window will display a blank row.



If the *Organization* does not display after multiple attempts, it may not be in the database. Go to the [How to add a school to the database](#) section for additional information.

- ✕ Use the [arrows](#) on the pop-up window to view the available information.
- ✕ Click on a row with the correct information.
- ✕ Click **OK** to populate the fields.

Choose an Org

Query  Affiliation Site  Go

Affiliation Site	Affiliation Code	Relationship Type	Affiliation Name	Survivor Name	Address Line1	Address Line2	City	State	Postal Code
COE00	00	COE	NONE	NONE					
COE30	30	COE	ORANGE COUNTY OFFICE OF EDUCATION	ORANGE COUNTY DEPARTMENT OF EDUCATION	200 KALMUS DRIVE		COSTA MESA	CA	92626
COE31	31	COE	PLACER COUNTY OFFICE OF EDUCATION	PLACER COUNTY OFFICE OF EDUCATION	360 NEVADA STREET		AUBURN	CA	95602
COE32	32	COE	PLUMAS COUNTY OFFICE OF EDUCATION	PLUMAS COUNTY OFFICE OF EDUCATION	1446 EAST MAIN ST.		QUINCY	CA	95971
COE33	33	COE	RIVERSIDE COUNTY OFFICE OF EDUCATION	RIVERSIDE COUNTY OFFICE OF EDUCATION	3939 THIRTEENTH STREET		RIVERSIDE	CA	92502
COE34	34	COE	SACRAMENTO COUNTY OFFICE OF EDUCATION	SACRAMENTO COUNTY OFFICE OF EDUCATION	10530 MATHER BLVD.		MATHER	CA	95655
COE35	35	COE	SAN BENITO COUNTY OFFICE OF EDUCATION	SAN BENITO COUNTY OFFICE OF EDUCATION	460 Fifth Street		Hollister	CA	95023
COE36	36	COE	SAN BERNARDINO COUNTY OFFICE OF EDUCATION	SAN BERNARDINO COUNTY OFFICE OF EDUCATION	601 N. E STREET		San Bernardino	CA	92410-3093
COE37	37	COE	SAN DIEGO COUNTY OFFICE OF EDUCATION	SAN DIEGO COUNTY OFFICE OF EDUCATION	6401 LINDA VISTA ROAD		SAN DIEGO	CA	92111

All of the fields for the ***Employment Restrictions*** section are populated.

- ✕ Review the information for accuracy.
  - When information in a field is incorrect, click on a field and either delete the information or click the menu icon/pick applet, and repeat the previous steps for entering the correct information.
- ✕ Click **Save** to complete this section.

**Employment Restrictions**

Organization Type: COE

Organization: SACRAMENTO COUNTY OFFICE OF EDUCATION

**The fourth section of the document has been successfully created and saved.**

The ***Employment Restrictions*** section displays the document is restricted to the Sacramento County Office of Education.



Finish submitting the document by clicking **Next** to add any required [Attachments](#).

New

Edit

\* = Required Field

1 of 1

Candidate Completion Date\*: 8/2/2018

Issue Date\*: 8/2/2018

Program Name: EDUCATION SPECIALIST INSTRUCTION CREDENTIAL

Program Type: PRELIMINARY

Document Title\*: Education Specialist Instruction Credential

Document Term: Intern

Document Category: New Credential Type

Methodology:

Subject Matter: Examination

Qualification Route:

County of Employment: SACRAMENTO COUNTY OFFICE OF EDUCATION

Authorization / Subjects

New

Delete

1 - 4 of 4

Subject Matter Program

Exams

For Single Subject Credential Title documents, first select either the Subject Matter Program or Exams button.

Supplementary Authorization

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
INTR		STMT	This is a non-authorization statement for Intern Credentials.	EMP	
R3MM	Mild/Moderate Disabilities	MM	Mild/Moderate Disabilities	MAJ	
AAAS		NONE		MIN	
ELAE		NONE		MAJ	

Renewal Requirements

New

1 - 1 of 1

Delete

Renewal Code	Renewal Description	Additional Description
R17N	This intern credential may not be renewed. To continue to serve in a position authorized by this credential, the holder must obtain the recommendation from a Commission-approved Preliminary Education Specialist Credential program sponsor.	TC Code Not Required

Employment Restrictions

New

Delete

1 - 1 of 1

Organization Type	Organization	County
COE	SACRAMENTO COUNTY OFFICE OF EDUCATION	

Back

Cancel

Next

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Cancel** button to the bottom left of the **Next** button will **delete and purge** the document.
- The **Back** button at the bottom left may change the document status to **deleted and purged**.

## Agency User – Attachments

Some documents require supporting materials. If attachments (supporting materials) are required, electronic copies can be attached during the electronic submission process by an Authorized Submitter.

### File Name

Naming the file with the Educators' Last Name and First Initial along with a brief description assist the analyst to quickly locate the document(s).

- Example: Washington,G\_transcripts.pdf

### Attachments

- Files must have an extension of **.jpg, .pdf, .doc or .docx**.
- Each file must be **less than 10 MB** in size



When an incorrect file is attached, do not delay the submission process. Attach the correct file(s) and continue with the submission process. The educator does not have access to view the attached files.



Email a correction request if an attachment should be removed after submission and payment by the educator. Please go to the [Agency User Views - Corrections](#) section for additional information.

### Degree Verification



Attach degree verification if the educator never held a CA credential or permit that required a bachelor's degree or higher. The conferral of a baccalaureate or higher degree from a regionally-accredited college or university must be included as part of the submission process.

Review the [Form 41-4 Application Instructions and Information Sheet](#) for current information on degree acceptability.

### Basic Skills Requirement



Attach verification of the [Basic Skills Requirement](#) by examination or other approved methods, if required.

The Commission reserves the right to request evidence of examination passage even when those scores are normally transmitted to the Commission.

### Fingerprint identification process



- ✕ Attach verification of Fingerprint Clearance if the **Fingerprint Process Complete** field does not display a “Y”. When submitting a completed [41-LS Live Scan](#) form, *ORI A0281* and *CASM Teacher Credentialing* must be listed as shown below.

⚠ The name listed on the [41-LS Live Scan](#) form must be the Educator’s full legal name as listed on his/her official form of identification and on the Educator Profile.

ORI: <b>A0281</b> <small>Code assigned by DOJ</small>		Type of Application: <b>License/Certification/Permit</b>	Section 1
Job Title or Type of License, Certification or Permit: <b>TEACHER CRED 44340 EC</b>			
Agency Address Set Contributing Agency:		Section 2	
<b>CASM TEACHER CREDENTIALING</b> <small>Agency authorized to receive criminal history information</small>		<b>03294</b> <small>Mail Code (five-digit code assigned by DOJ)</small>	
<b>1900 Capitol Avenue</b> <small>Street No. Street or PO Box</small>			
<b>Sacramento</b> <small>City</small>	<b>CA</b> <small>State</small>	<b>95811-4213</b> <small>Zip Code</small>	<small>Contact Name (Mandatory for all school submissions)</small>
			<small>Contact Telephone No.</small>

### Educator Attachments view

- ✕ Click the **New** button to open the fields.

Educator Attachments:

Last Name: THREE1	Home Phone:	Last Known County of Employment: Sacramento County Office of
First Name: TRAINING	Work Phone:	Adverse Action Indicator:
Middle Name: APPLICATION	Fee Credit Available: N	Fingerprint Process Complete: Y
E-mail: xxx@xxx.com	Fee Credit Amount: \$0.00	

Attachment

**New** Existing No Records

Attachment Name	Size (In Bytes)	Type	Modified	Update File	Comments
-----------------	-----------------	------	----------	-------------	----------

Back Next

- ✕ Click the **Attachment Name** pick applet.

Attachment

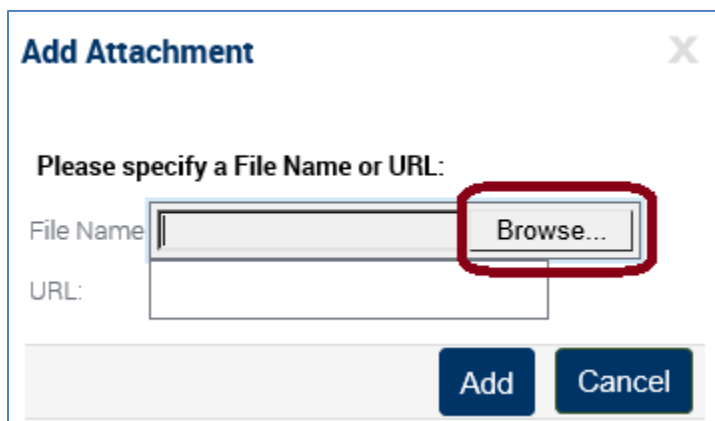
Save Cancel

Attachment Name:

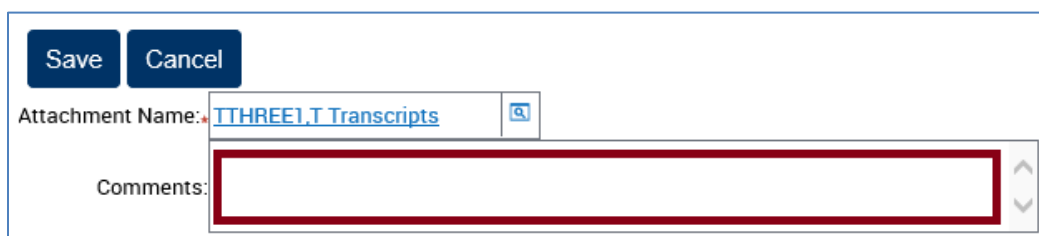
Comments:

### Add Attachment pop-up window

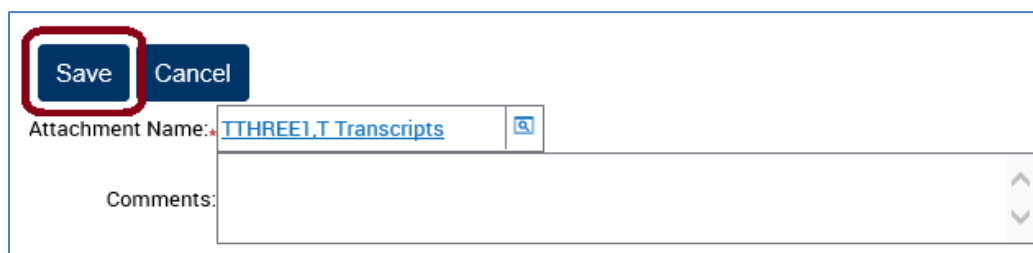
- Click the **Browse** button.
  - A new pop-up window will display.



- Locate the file on your computer and select it to populate the field.
- Click in the **Comments** field to type additional information describing the attachment, if necessary.



- Click **Save** to add the file as an attachment.
- Repeat the previous steps until all files are attached.



In the example below, the attachments have been successfully saved.

- To view the attached documents, click on the **Attachment Name** hyperlink.
  - Each attachment's name displays as a hyperlink under the **Attachment Name** field on the *Educator Attachments* view.

- After the educator submits the application and payment to the Commission, the attachment(s) is no longer available to the Authorized Submitter.

✕ Finish submitting the document by clicking **Next** to view the *Application Summary* and complete the [Declaration](#).

Educator Attachments:

Last Name: THREE1	Home Phone:	Last Known County of Employment: Sacramento County Office of
First Name: TRAINING	Work Phone:	Adverse Action Indicator:
Middle Name: APPLICATION	Fee Credit Available: N	Fingerprint Process Complete: Y
E-mail: xxx@xxx.com	Fee Credit Amount: \$0.00	

Attachment

New 1 - 2 of 2

Attachment Name	Size (In Bytes)	Type	Modified	Update File	Comments
TTHREE1,T Documents	30,425	pdf	9/13/2018 11:36:57 AM	<input checked="" type="checkbox"/>	
TTHREE1,T Transcripts	70	docx	9/13/2018 11:37:35 AM	<input checked="" type="checkbox"/>	

Back Next

From this view:

- Click the *Application* tab to save and close the document with a status of “**In Progress**” and return to the [My Filtered Recommendations](#) view.
- The **Back** button at the bottom left may change the document status to **deleted and purged**.

## Agency User – Application Summary

The *Application Summary* view summarizes the information entered for the document and includes the *Declaration* section.

### Application Summary view

✕ Review the information.

✕ Click the **Edit** button to return to the *Document Detail* view.



The **Edit** button in the *first* section returns to the *Educator Information* view. This information cannot be changed using the CTC Online system.

Application Summary:

**Edit**

Last Name: THREE1      Last Known County of Employment: ALAMEDA COUNTY OFFICE C      Fee Credit Available: N  
 First Name: TRAINING      Adverse Action Indicator:      Fee Credit Amount: \$0.00  
 Middle Name: APPLICATION      Fingerprint Process Complete: Y  
 E-mail: xxx@xxx.com  
 Home Phone: (999) 999-9991  
 Work Phone: (999) 999-9991

Documents 1 - 1 of 1

**Edit**

Document Number	Document Title	Term	Issue Date	Expiration Date	Original Issue Date	Grade	Special Grade
>	30-Day Substitute Teaching Permit	Emergency	8/1/2018	9/1/2019			

Authorization / Subjects 1 - 1 of 1

**Edit**

Authorization Code	Authorization Description	Subject Code	Subject Description	Major/ Minor	Added Authorization Date
> P30	30-Day Emergency Substitute Permit	NONE		MAJ	

Renewal Requirements 1 - 1 of 1

**Edit**

Renewal Code	Renewal Description	Additional Description
> P30	To renew this permit, the holder needs to submit an application and fee through his or her employing school district or county office of education, or directly to the Commission.	TC Code Not Required

Employment Restrictions No Records

**Edit**

Organization      Organization County

Please read the following instructions.

If you wish to edit any of your responses, click the 'Edit' button for the applicable section.

If you do not wish to submit the recommendation, nor save the completed recommendation, select 'Cancel'.

If you wish to add this application to your Filtered Recommends page, click the 'Save' button.

If you wish to submit this recommendation, select 'Yes' and click the 'Submit' button.

As the authorized representative of the recommending authority, I have reviewed the applicant's credential application, preparation, and/or experience and certify that all of the foregoing statements in this application are true and correct.

Please Select 'Yes/No':

## Agency User – Authorized Submitter Declaration

Completion of the *Declaration* section is required before the document can be submitted. The Authorized Submitter is confirming he/she is authorized to submit the document, has reviewed the educator's application, preparation and/or experience, and certifies the information submitted is true and correct.



Recommending agencies are encouraged to retain copies of the application form, verification of completion form, and supporting materials for their records.



Click the **Yes/No** field drop down arrow and select either **Yes** or **No**.



Click the **Cancel**, **Save**, or **Submit** button.

- The **Submit** button will become active when **Yes** is selected.
- The **Back** button is not active on this view.

Please read the following instructions.


If you wish to edit any of your responses, click the 'Edit' button for the applicable section.

If you do not wish to submit the recommendation, nor save the completed recommendation, select 'Cancel'.

If you wish to add this application to your Filtered Recommends page, click the 'Save' button.

If you wish to submit this recommendation, select 'Yes' and click the 'Submit' button.

As the authorized representative of the recommending authority, I have reviewed the applicant's credential application, preparation, and/or experience and certify that all of the foregoing statements in this application are true and correct.

Please Select "Yes/No":  

Below is a chart displaying the results for each combination.



Documents with the status of **Deleted and Purged** are listed on the [My Recommends](#) view and must be recreated for submission.

Selection	Document Status	Returns Submitter to	Recommendation Displays On Educator Page
<b>Cancel or No / Cancel</b>	Deleted and Purged	<a href="#">Approved Institutions</a> or <a href="#">Authorized Agency</a> view displaying the Educator's information	No
<b>No / Save</b>	In Progress	<a href="#">My Filtered Recommends</a>	No
<b>Yes / Save</b>	Ready for Submission	<a href="#">My Filtered Recommends</a>	No
<b>Yes / Submit</b>	Recommended	<a href="#">My Filtered Recommends</a>	Yes

## Agency User – Emails

An automated email will be sent to the Authorized Submitter when:

- The Document has been completed and submitted to the Educator
- The Educator has completed the application and payment process for the Document.
- The Educator returns the recommendation to the authorized submitter.

## Logout of CTC Online



Click the **Person** icon.

✕ Click **Logout** to securely exit the online system.



## Agency User – Corrections

Corrections for documents are handled differently depending on its application or document status. A correction can be made to the document prior to the educator returning it to the authorized submitter or submitting the application and payment to the Commission.

Before an application has been submitted to the Commission by the Educator, Authorized Submitters may review and/or edit any document that displays on the [My Filtered Recommends](#) view.

- [Instructions to edit a document for Authorized Institutions](#)
- [Instructions to edit a document for Authorized Agencies](#)

## Educator Return

Educators have the option to return an application to the recommending agency or institution prior to completing the application and payment process if they identified an error. To return an application to the recommending agency or institution, educators select the document, enter the reason for returning the application in the '**Return Reason**' field and then select the '**Return Application to Authorized Agency**' button. The document will no longer display on the *Educator Page*. Review the [Written Instructions for Application and Payment](#) – *Return Your Program's Recommendation* page for additional information on this process.

A screenshot of the 'Complete Your Programs Recommendation' form. The form has a header section with the title 'Complete Your Programs Recommendation' and a sub-header 'For those who have completed a program and were recommended'. Below this, there are two buttons: 'Complete' and 'Return Application to Authorized Agency'. The 'Return Application to Authorized Agency' button is highlighted with a red box. Below the buttons, there is a table with three columns: 'Choose Yes to Complete Recommendation', 'Document Title', and 'Return Reason'. The first row of the table has a 'Yes' button in the first column, '30-Day Substitu' in the second column, and an empty 'Return Reason' field in the third column. The 'Return Reason' field is highlighted with a red box.

The Authorized Submitter will receive an email, and the document status will change to

“**Educator Return**” on the [My Filtered Recommends](#) view. The Authorized Submitter selects the document, opens it to review, and determines if any information needs to be corrected and, if needed, edits and saves the new information. The Authorized Submitter will continue the submission process as usual to resend the document to the educator.

### **Correction Requests**

A document submitted by an Authorized Submitter may need to be corrected prior to the educator submitting the application and payment to the Commission. The Authorized Submitter can make document corrections through the [My Filtered Recommends](#) view.

A correction may be necessary after the educator submits the application and payment to the Commission. Corrections are free of charge. Corrections of a credentialing nature (incorrect issue date, removing an existing authorization, missing authorization, incorrect attachment, etc.) must be requested by the recommending agency.

An email requesting a correction, with “**Correction**” in the subject line, must be sent to [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov) and include all of the following information:

- Document holder’s first, middle and last name and, if applicable, previous names
- Reason for the correction
- The correct information to be included on the new document



Go to [Troubleshooting SSN, DOB and Name Issues](#) when a correction to an educator’s SSN, DOB and/or Name is required.

### **Educator Profile Portal tab**

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The *Educator Profile Portal* tab displays when an Authorized Designee or Submitter is logged into their account. The portal provides Authorized Submitters read-only access to view the information on the *Educator Page*. This view can be a useful tool when educators cannot view a recommendation or renewal. Authorized Submitters can use this tab to verify what the educator sees and troubleshoot the issues accordingly.

It does not allow access to an educators Professional Fitness Questions, the application or payment process.



Some information displayed using this portal is confidential and is not for public viewing.

### **Educator Profile Portal view**



Enter the educator’s **Social Security Number** and **Date of Birth**.



Click **OK**.

**Educator Login**

**Personal Information**

**Personal Information**

You are required to complete all the pertinent spaces in the Personal Information section, including your full legal name, all former names, and your maiden name, if applicable. Additionally, you are required to provide your full Social Security Number (SSN) or Individual Tax Identification Number (ITIN) on your application pursuant to 42 USC §666 and California Family Code §17520. If this information is not furnished, your application will be returned to you for completion. See Coded Correspondence 13.14 on the Commission's website for more information.

You are required to notify the Commission of any address change pursuant to 5 CCR §8041.2. Address changes can be completed during the online application process.

The California Information Practices Act and the Federal Privacy Act provide that agencies requesting information indicate the principal purposes for which that information is used. Your name, former names, SSN, date of birth, address, email address, and telephone numbers are used to provide proper identification and to contact you. Other information is used to determine your eligibility. When completing your application you will be required to answer six professional fitness questions and disclose any and all information regarding any arrests, convictions, and changes in education employment status as a result of allegations of misconduct or while allegations of misconduct were pending regarding your teaching credential and/or documents issued by the Commission or any other license issued to you by any other governmental agency. The Commission will evaluate your fitness to hold a credential based on your answers to the professional fitness questions, prior Commission reviews, and any other reports of misconduct received from, but not limited to, complainants, schools, districts, county office of education and the National Association of State Directors of Teacher Education and Certification.

The information is necessary for the Commission to perform its duty under Education Code Sections 44200-44439, which authorizes this work. If not furnished, your application may be denied, delayed, or returned for completion.

You must provide the Commission with a valid email address on your application form to receive the automated emails that will notify you of your application and credential status.

With the exception of your SSN and home address, information displayed on the documents you hold or have held is public information and may be disclosed.

You should not provide personal information that is not requested.

Information displayed online regarding the documents you hold or have held is public information and may be disclosed. In addition, pursuant to Education Code section 44230 the Commission may disclose to the agency that submitted the application all information provided with applications submitted by you through that agency. Information may also be disclosed to other State or Federal agencies as authorized by law. Personal information may be disclosed to the public only with your permission or in accordance with the law. The information is necessary for the Commission to perform its duty under Education Code sections 44200-44439.

You have a right to review personal information maintained on you by our agency unless access is exempted by law, and contest its accuracy or completeness. To review your information, contact the Director of the Certification Division at 1900 Capitol Avenue, Sacramento, California 95811. The Commission's privacy policy is found here (<http://www.ctc.ca.gov/privacy.html>).

**Notice to Applicants for Issuance or Renewal of Credentials**

The Commission is prohibited from issuing to or renewing the credential of any person convicted of any sex offense listed under Education Code Section 44010, any narcotics offense listed under Education Code Section 44011, or who has been determined to be a mentally disordered sex offender. Also, if a person that holds a credential has been convicted of any offense listed in Education Code 44424, such credential must be revoked.

Each application for a credential shall contain notice that the information provided by the applicant is subject to investigation for, and verification of, the applicant's moral character and true identity by means of review of information, records, reports, and other data from any agency or department of the state or any political subdivision of the state, whether chartered by the state or not, secured by the Commission for these purposes.

**Social Security Number (#####) \***

**Date of Birth (MM/DD/YYYY) \***

I have read the above privacy policy and agree to its terms.

**OK**

## **Educator's Information view**

The educator can update the information when he/she has logged into the CTC Online system.



Review the educator's information. The information displayed is provided in a read-only view and is for verification purposes only.



Click **Next**.



Create Person

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

First Name\*: TRAINING

Fingerprint Status: Complete: No Action Required

Middle Name: APPLICATION

Last Name\*: THREEI

E-mail: xxx@xxx.com

Work Phone: (999) 999-9991

Home Phone: (999) 999-9991

Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Address Line 1: PO BOX 0750

State: CA

Address Line 2:

Province:

City: SACRAMENTO

Country: USA

Zip Code: 95811-0750

Back

Next

## Educator Profile – Educator Page



### IMPORTANT SECURITY REMINDER

Always lock the computer screen if you have not securely logged out using the ***My Account - Logout*** link.

The information for the last educator displayed on the *Educator Profile* view will continue to display until the Authorized Submitter securely logs out.

The *Educator Profile* is a read-only view of the *Educator Page*. This view is provided to Authorized Submitters as a tool to assist educators with the online recommendation process.

Additional information about this view is available on the Commission's website under [CTC Online – Your Educator Account](#) and [CTC Online – Written Instructions for Application and Payment](#).

### ***Educator Profile*** view

The top section of the *Educator Profile* view displays general information about the educator.



The ***Last Known County of Employment*** information displayed here is entered by the educator from the *Educator Page*. It does not populate the document's *County of Employment* field entered by an Authorized Submitter.



A “Y” in the ***Fingerprint Process Complete*** indicator does not authorize the educator to be placed in the classroom. Its purpose is to indicate whether the fingerprint information from the FBI and DOJ has been

received by the Commission.

The ***Fingerprint Process Complete*** indicator does not prevent an educator from completing and submitting an application and payment through the recommend, renewal or web application processes.



The display of the *Adverse and Commission Actions Indicator* flag indicates additional information is available on that tab.



Click the [Educator Profile Portal](#) tab to search for another educator.



Click the *Application* tab to access the [My Filtered Recommends](#) view.

## **Educator Profile - Document Tab**

### **Document section**

The first section of the *Document* tab displays the documents which have been issued to the educator.

### **Complete Your Programs Recommendation section**

The second section of the *Document* tab is for an educator to complete the online recommendation process. Documents only display here after a recommendation is

made and are available for 90 days.

When 'Yes' is selected, the educator has the choice to either **complete** or **return** the recommended document. A returned recommendation requires the educator to provide a reason for the return.

Complete Your Programs Recommendation 1 - 4 of 4

For those who have completed a program and were recommended for a credential by their college, university, district, or county office.

Complete Return Application to Authorized Agency

Choose Yes to Complete recommendation Document Title Term Application Status Issue Date Return Reason

> Yes	Multiple Subject Teaching Credential	Intern	Awaiting Payment	1/1/2019	
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### **Renew Your Document section**

The third section of the *Document* tab displays documents which are eligible for online renewal. The educator uses this section to complete the renewal application.

When 'Yes' is selected, the educator can **complete** the application. More than one document can be selected.



If a document is not displaying under this section and you believe it should, please view the information under 'My document is not displaying under the renewal section' on the [CTC Online – Written Instructions for Application and Payment](#) webpage.

Renew Your Document No Records

Options listed here are for those who already hold a document and are renewing.

Complete Choose the record you are interested in by selecting ">". Then Select "Yes" next to the Document Title and click "Complete".

Choose Yes to Renew Document Title Term Status Issue Date Expiration Date Original Issuance Date

### **Apply for a Certificate of Clearance or Activity Supervisor Clearance Certificate section**

The fourth section of the *Document* tab is where the educator completes an online COC or ASCC application. This section cannot be used to submit an online application for another type of document. The fees are earned upon receipt and are not transferrable.

Applications displayed in this section have not been submitted to the Commission.

When 'Yes' is selected, the educator can **complete** the application.

Apply for a Certificate of Clearance or Activity Supervisor Clearance Certificate 1 - 4 of 6

This option is ONLY for those seeking background clearance.

Create New Complete Click "Create New" to start. If applicable, select "Yes" next to the Document Title and click "Complete" to continue.

Choose Yes to Apply Document Title Application Status

## Educator Profile - *Document Details View*

The following view will display when the *Document Number* is clicked. The basic information about the educator's document display on the top half and the document's details display on the bottom half.



Click on a column heading to sort the information.



The **Email Document** button will send a pdf document to the educator's email address on file with the Commission.

[Back](#) [Email Document](#)

To view the educator's public records (current documents, all documents held and Adverse and Commission Actions), click on the Educator's Last Name.

Educator Information:

Last Name: [THREEL](#)

First Name: TRAINING

Middle Name: APPLICATION

Document Information:

Document Number: 170057874

Document Title: Crosscultural, Language and Academic Development

Term: Emergency

Status: Valid

Issue Date: 1/1/2017

Expiration Date: 2/1/2018

Original Issue Date: 1/1/2017

Grade:

Special Grade:

SB1969 (Title 5 §80487):

Renewal Requirements 1 - 2 of 2

Please disregard any # signs you may see below and refer to the "Additional Description" column to the right for specific renewal requirements.

Renewal Code	Renewal Description	Additional Description
P13	To renew this emergency permit, the holder must pass at least TWO of the following CLAD/BCLAD tests: Test 1 or Test 2 or Test 3, if these tests, or their equivalent, were not passed before this emergency permit was issued. If the tests were passed, or if the holder opts to complete coursework in lieu of taking the tests, three semester units of coursework for the CLAD Certificate may be substituted for each test not taken. The holder must apply for renewal through the employing agency which must verify that the holder was provided with an experienced educator to guide and assist the holder throughout the term of this permit.	
EM1	This is the holder's initial emergency permit. By regulation, this permit may be reissued for a maximum of two additional one-year periods provided the holder meets the requirements listed.	

Authorization / Subjects 1 - 1 of 1

Authorization Code	Authorization Description	Subject Code	Major/ Minor	Subject Description	Added Authorization Date
ELA1	The following instructional services may be provided to English learners: (1) instruction for English language development in grades twelve and below, including preschool, and in classes organized primarily for adults. If the prerequisite credential or permit is a designated subjects adult education teaching credential, a child development instructional permit, or a child development supervision permit, English language development instruction is limited to the programs authorized by that credential or permit. (2) specially designed content instruction delivered in English in the subjects, programs and at the grade levels authorized by the prerequisite credential or permit. This English learner authorization also covers classes authorized by other valid, non-emergency credentials or permits held, as specified in Education Code Section 44253.3.	NONE	MAJ		

Employment Restrictions 1 - 1 of 1

Organization Type	Organization	County
AI	LOS ANGELES UNIFIED SCHOOL DISTRICT	LOS ANGELES COUNTY OFFICE OF EDUCATION

## Educator Profile - *Application tab*

The *Application* tab displays the status of all applications the Commission has received for the educator, even ones which were not granted. This is the only tab where pending applications are displayed.

[Home](#) [Login](#) [Search](#) [Application](#) [Educator Profile Portal](#) [Educator Profile](#)

[Back](#)

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

Last Name: THREE1  
 First Name: TRAINING  
 Middle Name: APPLICATION  
 Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Fingerprint Status: Complete: No Action Required

Adverse and Commission Actions Indicator:

Document [Application](#) [Adverse and Commission Actions](#)

1 - 4 of 12

Status	Status Date	Type	Date Paid
Granted	07/30/2018	Online Recommended Application	
Fee earned, not refundable (5 CCR section 80487)	07/19/2018	Provisional Internship Permit	8/26/2017
Fee earned, not refundable (5 CCR section 80487)	01/22/2018	Online Recommended Application	
> Fee earned, not refundable (5 CCR section 80487)	01/22/2018	Substitute Teaching: 30 Day/Career/Prospective	8/26/2017

## Educator Profile - *Adverse and Commissions Actions* tab

*Adverse and Commissions Actions* tab displays actions taken by the Commission and the Committee on Credentials. An adverse action is a denial, a private admonition, a public reproof, suspension or revocation of one or more credentials. Adverse actions imposed by the Commission are public and displayed online. Email [DPPinfo@ctc.ca.gov](mailto:DPPinfo@ctc.ca.gov) if you have questions about information displayed on this view.

[Home](#) [Login](#) [Search](#) [Application](#) [Educator Profile Portal](#) [Educator Profile](#)

[Back](#)

Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.

Last Name: THREE1  
 First Name: TRAINING  
 Middle Name: APPLICATION  
 Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Fingerprint Status: Complete: No Action Required

Adverse and Commission Actions Indicator:

Document [Application](#) [Adverse and Commission Actions](#)

Click [here](#) for the CA Education Code

No Records

Activity Type	Activity Description	Effective Date	End Date
> REVOKE 44421	CTC revoked educator's credentials because of misconduct	12/31/2018	

## Closing the *Educator Profile* tab

The *Educator Profile* tab will close when the Authorized Submitter logs out.

✕ Click the **Person** icon and then **Logout** to securely exit the online system.

[Home](#) [Login](#) [Search](#) [Application](#) [Educator Profile Portal](#) [Educator Profile](#)

CA.GOV Commission on Teacher Credentialing

My Account About View Logout

## Glossary of Terms

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### -A-

**Add an Authorization:** this button is used when adding an authorization to an existing issued document based on an approved program or authorization.

**Added Authorization Date:** the date the educator completed the program requirements for the added authorization.

**Adverse and Commission Actions tab:** displays public information on adverse action(s) imposed by the Commission onto an educator.

**Adverse Action:** an adverse action is a denial, a private admonition, a public reproof, suspension or revocation of one or more credentials. Adverse actions imposed by the Commission are public and displayed online.

**Adverse Action Indicator:** a (red) flag indicates that an educator has an Adverse Action; available in the Document History view of an educator's record. Additional information is viewable by clicking on the Commission and Adverse Action tab.

**Agency User:** an Authorized Designee and/or Authorized Submitter who can recommend document(s) on behalf of an authorized institution or agency.

**Agency User Login Page:** a secured page where an authorized user enters his/her User ID and Password to view his/her Home Page.

**Agency User Home Page:** a secured page displaying the Search and Application tabs.

**Application tab:** displays the "My Recommends", "My Filtered Recommends", "Organization's Recommends" views and is where an authorized submitter starts a new recommend for an educator.

**Application to be deleted and purged:** the status of a document when it has been deleted or canceled by the authorized submitter prior to the educator completing the application and submitting it to the Commission

**Appointing Authority (AA):** the person responsible for appointing one or more authorized designees for an organization. This could be a Dean for an Authorized Institution, or a Superintendent for a School District or County Office of Education not operating a Commission-approved program.

**Approved Institutions:** an organization that has been approved by the Commission through the accreditation system to operate one or more preparation programs.

**Approved Institutions link:** the link used to create documents earned as the result of the educator completing an organization's commission-approved preparation or subject matter program.

**Approved Program:** an institution approved as a program sponsor through the



Commission's accreditation system.

**Attachment Name:** the name used to identify a file that is electronically attached by the Authorized Submitter during the submission process.

**Attachments:** a feature that allows submission of materials electronically. Attachments are supporting materials that the Commission requires to process a recommendation and subsequent application. Files must have an extension of .jpg, .pdf, .doc or.docx. Each file must be less than 2 MB in size. No more than five attachments.

**Authorization Code:** a code used to identify each authorization that may be listed on a document.

**Authorization Description:** describes the authority of an individual to serve in a particular subject or subject area(s), and in a setting and at a grade level listed on the document. The authorization statement provides the specifics for the authorization listed on a document.

**Authorizations/Subjects:** all authorizations to be displayed on the document must be individually entered. The authorization(s) listed on a credential, certificate, permit, or waiver describe the authority of an individual to serve in a particular subject or subject area(s), and in a setting and at a grade level also listed on the credential. The authorization statement provides the specifics for the authorization.

**Authorized Agency:** an organization, such as school districts or county office of education that has not been approved by Commission through the accreditation system.

**Authorized Agencies link:** the link used to create document(s) such as an Emergency 30- Day Substitute Teaching Permit which do not require completion of a Commission-approved program.

**Authorized Designees (AD):** the person(s) identified by the Appointing Authority as responsible for identifying authorized users and the areas that they can recommend.

**Authorized Institution:** An institution or agency that operates an accredited teacher preparation program or induction program, and/or an approved elementary or secondary subject-matter preparation program. Formerly known as program sponsor.

**Authorized Submitter (AS):** the person(s) responsible for electronically submitting documents based on his/her specific area assignments. This person can also be the Authorized Designee.

**Authorized Users:** an Educator, Authorized Designee or Authorized Submitter who uses the online system to recommend a credential or submit an application.

**Authentication:** process used to validate the identity of an individual. The challenge questions that are presented during the authentication process are questions that the educator develops when initially creating his/her educator account. The educator can

edit the challenge questions and answers at any time through his/her User Profile.

**Awaiting Payment:** the status of a document that has been submitted by the authorized submitter to the educator and the educator has saved a partially completed application. The application and payment has not yet been submitted by the educator to the Commission.

## **-B-**

**Back:** this button returns the authorized user to the previous view. This may also delete and purge an entire document from the online system that appears on the *My Filtered Recommend* view.

**Base document:** also known as a Prerequisite Document. A prerequisite document is the document that an applicant must hold or qualify for in order to submit an application for a dependent credential. Some specialist and services credentials are dependent in that they require a prerequisite document. The statutes or regulations for each dependent document specify which document(s) may serve as prerequisites.

**Basic Skills Requirement (BSR):** the basic skills requirement became effective on February 1, 1983. Passage of the California Basic Educational Skills Test (CBEST) has been the only method by which to meet this requirement until the passage of Senate Bill 1209 in 2006, when additional options became available to meet the basic skills requirement. A link to the “**Basic Skills Requirements – Out-of-State**” is located under **Charts** at the following webpage address:  
<http://www.ctc.ca.gov/credentials/cig2/exams.html>.

**Beginning Date of Service:** this field was used to enter the issuance date of an internship credential. This field has been replaced with the Issue Date field.

**Browse:** this button is used to locate and submit electronic file(s) as an attachment during the submission process.

## **-C-**

**Cancel:** this button removes the data entered, changed or deleted and displays the data previously entered (if any), and may delete and purge an entire document from the online system that displays on the *My Recommends* view.

**Candidate Completion Date:** this is the date the educator completed the final requirement that qualifies him/her for the document as determined by the program. The date that the final requirement is met as determined by the approved program for the recommended document. For either District or University Interns, the Candidate Completion Date is the date all of the intern pre-service requirements applicable for the educator and the organization offering the commission-approved program have been met by the candidate. Also referred to as the Program Completion Date.



**Certificate of Clearance:** this is a document issued by the Commission to an educator who has completed the Commission's fingerprint and character and identification process, whose moral and professional fitness has been shown to meet the standards as established by law. The Certificate of Clearance provides no authorization, only verification that the holder has completed a professional fitness review. An individual enrolled in a California educator preparation program must obtain a Certificate of Clearance prior to beginning their student teaching or practicum. An educator who has already completed the fingerprint process and has been issued a valid document by the Commission is not required to obtain a Certificate of Clearance.

**Certificate of Eligibility:** a document issued to individuals who have completed a program for the Preliminary Administrative Services Credential or the Preliminary Level I Education Specialist Credential but are not currently employed. Certificates of Eligibility allow the holder to seek employment in their area of certification.

**Charter School (CS):** a public school covering grades K-12 which is organized by a group of teachers, community members, parents, or others and sponsored by an existing local public school board or a county board of education.

**Clear:** the term used to identify a teaching credential with no further academic requirements to be completed by the educator.

**Commission and Adverse Action tab:** this tab displays Commission and Adverse Actions issued to an educator which is now public information.

**County of Employment (COE):** the County the educator is employed or resides if not employed.

**Create New Document:** this button is used when creating a New Type or First Time document or when moving a Certificate of Eligibility or Intern document to a Preliminary.

**Credential:** means any credential, life diploma, permit, certificate, waiver, or document issued by, or under the jurisdiction of, the Commission which entitles the holder to perform services for which certification qualifications are required. The official record of a credential includes any credential in a paper or electronic format, including, but not limited to, information obtained from the Commission's official website. (5 CCR § 80001). Also referred to as a Document.

## **-D-**

**Delete:** this button removes the data entered and may delete and purge an entire document from the online system that has not been submitted to the Commission.

**Dependent document:** this document may only be issued to educators who already hold another type of document (referred to as the base or prerequisite document). The expiration date cannot exceed the expiration date of the appropriate base or

prerequisite document. Administrative Services, Library Services or Reading Specialist Credentials are examples of dependent credentials.

**Document:** a general term used throughout this manual that has the same definition as Credential (5 CCR § 80001).

**Document Detail View:** displays the details of a selected document with Authorization/Subjects, Renewal Codes and Restrictions in a single view. There is a button available for the user to print the document.

**Document Number:** a unique number assigned to documents by the Commission.

**Document Search:** the process for a user to look up an educator's document using the Document Number. This functionality is intended to verify the validity of the document held by the Educator.

**Document Term:** the term of a credential is determined by the requirements the applicant has met. Examples are clear, preliminary, professional clear, emergency, and life. It often indicates the valid period of a document.

**Document Title:** determines the type of document you are recommending (Multiple Subject, Single Subject, Education Specialist, etc.) based on the date entered in the Candidate Completion Date.

## **-E-**

**Edit:** this button activates fields allowing data to be entered, changed or deleted.

**Educator:** the new term for an applicant within the CTC Online system.

**Educator Login Page:** a secured page where an educator enters his/her User ID and Password to access the Educator Page.

**Educator Page:** a secured page automatically created when an educator's social security number and date of birth have been entered into the Commission's database and his/her User ID, Password and Challenge questions and answers have been created. Allows the educator to create, edit and view his/her personal profile, view fingerprint process status, view documents and applications details along with their status, start/return/save/delete/complete and submit for payment applications initiated from the recommends, renewals, and/or web applications processes, and view any Adverse and Commission Actions.

**Educator Profile Portal:** This portal provides a **read-only** view of the same information available to the Educator when he/she logs into the CTC Online system with a valid User ID and Password.



Some information displayed using this portal is confidential and not for public use.

**Educator Return:** the document status when the educator has returned an application to the authorized submitter.

**Employing Agency:** a California public school district or county office of education authorized to create and submit documents through the CTC Online system.

**Employing Agency Code:** this field has been removed and is replaced with the Employment Restrictions row.

**Employment Restrictions:** use this field to identify the employment restriction(s) for a document and replaces the Employing Agency Code field. The educator may provide services for or teach in the employing agency listed in the restriction on the credential document.

**English Learner Authorization:** an authorization embedded in California teaching preparation programs for multiple, single and education specialist credentials.

**Exam:** this button is used to identify an authorization that was earned by passage of a Commission-approved subject matter examination.

**Examination:** California state laws and regulations require individuals pursuing credentials authorizing service in California's public schools to verify proficiency in a number of areas. The required level of proficiency may be verified by passing one or more Commission- approved examinations.

**Expiration Date:** the last date the document is valid in compliance with dating rules.

**Export:** the process of pulling data from the system, allowing a user to copy data from a record and utilize it in other software.

## **-F-**

**Fee Credit:** the Certificate of Clearance fee of \$50.00 becomes a credit to be applied towards issuance of an individual's initial teaching or services credential.

**Fee Credit Amount:** this amount is half of the fee paid for a Certificate of Clearance.

**Fee Credit Available:** this indicates that a fee credit is available. The fee credit will be applied automatically when the educator completes the payment process for the initial teaching or services document submitted online by an authorized submitter.

**Fee Date:** the date the application is received by the Commission.

**Fingerprint Process Complete Indicator:** indicates the Commission has received information from the FBI and DOJ as a result of the educator submitting fingerprint images via the Live Scan process or fingerprint cards. It does not indicate the educator is cleared for placement in the classroom.

**First Time:** the document category used only for the educator's first credential or permit other than a Certificate of Clearance, an Activities Supervisor Clearance Certificate or a Waiver.

## **-G-**

**Granted:** Evaluation complete; application granted.

## **-H-**

**Hyperlink:** whenever data in a field displays in a blue color, click on the hyperlink to display an additional level of detail. These links are designed throughout the system for quick access to additional information. For example, on the “Filtered Recommends” view, click on the credential title to view information associated with that document.

## **-I-**

**In Progress:** the status of a document that has been saved by the authorized submitter and “Yes” was not the selected in response to the declaration statement that appeared on the *Application Summary* view.

**Intern:** an educator (credential candidate) enrolled in an intern program.

**Intern Program:** an intern program allows educators (credential candidates) who have a bachelor’s degree and subject matter competency to be employed in a classroom while completing a credential program. Intern programs may be offered by Multiple Subject, Single Subject, Education Specialist, Administrative Services Level I, and School Psychology programs.

**Issue Date:** the date the document is initially valid. This date is based upon either the completion date of program as determined by the program or the fee date which is the day the Commission receives the application. The Commission will honor the completion date of the program as the issuance date if the applicant is eligible for the document on the date indicated and the application was submitted within the established deadline.

## **-L-**

**Level I:** the document term for the first tier of a two-tier structure of completing credential requirements used for the Education Specialist Instruction Teaching Credentials. This document requires the educator to complete specific requirements.

**Level II:** the document term for the final tier of a two-tier structure of completing credential requirements used for the Education Specialist Instruction Teaching Credentials. No further academic requirements are to be completed by the educator.

**Live Scan:** a process by which an individual's fingerprints are electronically scanned, the fingerprint information digitized, and the fingerprint images printed on a transmission that is electronically submitted to the Department of Justice.

## **-M-**

**My Filtered Recommends:** the view displaying active hyperlinks to documents created by an authorized submitter with the following status: In Progress; Ready for Submission Recommended; Educator Return; Awaiting Payment. This view also allows for selecting all, or manually selecting one or more documents, saving, deleting and submitting documents, performing queries and exporting a list.

**My Recommends:** the view displaying a list of all documents created by an authorized submitter

## **-N-**

**New button:** this button opens the fields to enter information.

**New Type:** the document category used for a new document (other than an Upgrade recommendation) when the educator holds any credential or permit (other than a Certificate of Clearance, an Activities Supervisor Clearance Certificate or a Waiver regardless of the expiration dates of the issued documents).

**Next:** this button advances to the next view.

**Non-Public School (NPS):** a non-public, nonsectarian school or agency is a private school licensed by the California Department of Education that receives public funding.

**Non Sectarian School or Agency (NPA):** a non-public, nonsectarian school or agency is a private school licensed by the California Department of Education that receives public funding.

## **-O-**

**Online Direct Application Process:** now known as Web Applications, the process for an applicant to submit an electronic application directly to the Commission. These documents do not require a recommendation from an approved institution or authorized agency.

**Organization's Recommends:** the view displaying a list of all documents created by all authorized submitters linked to the same organization as the authorized designee.

**Original Issue Date:** the date the document was initially issued by the Commission.

## **-P-**

**Pending Evaluation:** The application has been received by the Commission and is in queue to be evaluated by a Certification Analyst. Note that an application will remain at the "Pending Evaluation" status for the majority of the time until processing is

complete.

**Pending Additional Evaluation:** The application has been reviewed by a Certification Analyst and all academic requirements have been met. Processing will be complete once the Commission completes the professional fitness review. Questions regarding the professional fitness review process should be emailed to [DPPIinfo@ctc.ca.gov](mailto:DPPIinfo@ctc.ca.gov).

**Preliminary:** the term used to identify a document that requires the educator to complete specific requirements.

**Program Completion Date:** the date the final requirement is met as determined by the approved program for the recommended document. For either District or University Interns, the Candidate Completion Date is the date all of the intern pre-service requirements applicable for the educator and the organization offering the commission-approved program have been met by the candidate. Also referred to as the Candidate Completion Date.

**Program Name:** Refers to a planned sequence of courses and or experiences for the purpose of preparing teachers and other school professionals to work in prekindergarten through twelfth grade settings, and which leads to a credential.

**Program Type:** the type of commission-approved preparation or subject matter program.

**Public Search:** formerly Private Look-up; provides the general public with the ability to view public information on educators, Commission issued documents and/or associated Commission and Adverse Actions without the need for a User ID or Password.

#### **-Q-**

**Query:** An electronic method of pulling specific information displayed on the Authorized Designee or Authorized Submitter recommendation/organization views.

#### **-R-**

**Ready for Submission:** the status of a document that has been saved by the authorized submitter and “Yes” was the selected in response to the declaration statement that appeared on the *Application Summary* view.

**Recommended:** the status of a document that has been submitted by the authorized submitter and “Yes” was the selected in response to the declaration statement that appeared on the *Application Summary* view.

**Recommending Authority:** An Authorized Agency or an Authorized Institution who has been approved by the Commission to submit documents through the CTC Online System.

**Reissuance:** the document category used when the educator's expired preliminary credential is recommended for an upgrade to a clear credential. RI is also when there is a lapse in time between the expiration date of the document to be reissued and the issuance date of the new document.

**Renewal:** the document category used when the educator's unexpired preliminary credential is recommended for an upgrade to a clear credential. RN is also appropriate when there is no lapse in time between the expiration date of the document to be renewed and the issuance date of the new document.

**Returned for Additional Information:** The application has been reviewed by a Certification Analyst and it was determined that additional information is needed in order to qualify for the document requested.

## **-S-**

**Save:** this button must be selected whenever data is entered, changed or deleted.

**School District (SD):** the School District the educator is employed.

**Search tab:** displays the same three Search functions available from the Commission public website. An authorized user does not need to log out of the online system to access this tab.

**Secured Search:** provides employers and educators with the ability to view pending application(s) types and status, credentials and associated adverse actions without the need for a user ID or password by entering an educator's social security number (SSN) and date of birth (DOB). Formerly Private Look-Up.

**SM at different IHE:** identifies subject matter was earned at an IHE or Agency with a commission-approved subject matter program other than the IHE or Agency submitting the document.

**SM at the recommending IHE:** identifies subject matter was earned at the IHE or Agency with a commission-approved subject matter program submitting the document.

**SM by Examination:** identifies subject matter was earned by passing the appropriate subject-matter examination(s) in lieu of completing course work in a subject matter preparation program.

**Subject Matter Competency:** a requirement in statute that each applicant for a teaching credential demonstrates subject-matter competence by either completing a program of subject-matter study that meets standards of program quality adopted by the Commission or passing an examination of subject-matter understanding adopted by the Commission.

**Subject Matter Program:** this button is used to identify an authorization that was earned by completion of a Commission-approved subject matter program.



**Subject Matter Qualification Route:** identifies the route subject matter was earned for the document.

**Submission Deadline:** effective January 1, 2008, Title 5 Regulation §804440 (b) and (c) establish that the application must be received by the Commission within three months after the requested issuance date of the credential. If the application is received after the three- month time limit, the date of issuance for the credential will become the fee date, which is the date the application was received by the Commission.

**Supplement:** this button is used to identify supplementary authorization or subject matter authorizations earned by completion of required units and content area coursework that was earned by completion of an approved coursework. These are not Commission- approved coursework.

**Supplementary Authorization:** requires the credentialed teacher to have either a degree major a specific number of units in the subject or a subject directly related to the subject to be listed on the credential.

**Suspend/Revoke History Tab:** displays applicable suspension or revocation history of a document within the *Document Detail* view.

#### **-U-**

**Upgrade a Document:** this button is used when an educator completed their renewal requirements and is recommended or renews their document, moving from a Preliminary/Level I/Tier I document to a Clear/Level II/Tier II document.

#### **-W-**

**Web Applications:** an individual who meets credential requirements may submit a web application for a document to the CTC without the formal recommendation of an IHE, LEA, or other agency. Formerly known as the Online Direct Application Process.

For additional definitions, review the information under Tools on the [Credential Information Guide](#) (CIG).